



Borgata Hotel Casino and Spa - Guest Room Attendant (Housekeeper)

HOST INFORMATION

Company Description:

Borgata Hotel Casino & Spa is located on the East Coast of USA, in a popular beach destination Atlantic City, New Jersey. **Borgata has a great variety of employment available for student workers.** Be a part of a great opportunity at Borgata and the Water Club hotel featuring 2,800 guest rooms and suites, 12 restaurants, two European style spas, hottest nightclubs in Atlantic City, world-class entertainment concerts and the non-stop casino action with 3,500 slot machines, 180 table games, largest poker room in Atlantic City and more.

Borgata is two hours from New York City, one hour from Philadelphia and 3 hours from Washington DC. **Students love working at the Borgata for the exciting, fast paced environment, the ability to meet many people from around the world, and the proximity to some of the top cities in the US.**

Host Website: <https://www.theborgata.com/resort>

Site of Activity: Borgata Hotel Casino and Spa

Parent Account Name: Borgata Hotel Casino and Spa

Host Address: 1 Borgata Way Atlantic City , New Jersey , 08401

Nearest Major City: Philadelphia , Pennsylvania , Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

Guest Room Attendants perform cleaning duties to maintain guest rooms and/or public hallway areas in a clean and orderly manner. Guest rooms may include: bedroom, toilet/shower area, kitchen and living area. Job duties may include:

- *Maintain positive guest relations at all times
- *Be familiar with all hotel services/features and local attractions/activities to respond to guest inquiries accurately.
- *Resolve guest complaints, ensuring guest satisfaction
- *Monitor and maintain cleanliness, sanitation and organization of assigned work areas
- *Use correct cleaning chemicals for designated surfaces, according to OSHA regulations and hotel requirements
- *Clean guest rooms by category priority
- *Transport cart with cleaning supplies, amenities and linens to assigned guest room and position securely
- *Empty trash containers and ashtrays
- *Remove all dirty terry and replace with clean par to designated layout.
- *Remove soil, dirt, soap build-up and hair from bathroom mirrors, vanity, sink, toilet, shower walls, bathtubs, shower curtain and floor
- *Replace facial, toilet tissue and bathroom amenities in correct amount and location.
- *Inspect condition of bathrobes and replace soiled/damaged ones
- *Remove dirty bed linen and make up bed with clean linen
- *Clean closets and door tracks on check-out rooms, removing dust and debris. Ensure correct amount and placement of hangers, extra blanket/pillow and luggage rack

- *Dust and polish all furniture
- *Realign furniture to floor plan
- *Open all drawers/doors in check-out rooms and remove items by guest. Dust inside
- *Check under bed(s), chairs and sofa for debris and remove if present
- *Inspect condition of all furniture for tears, rips or stains; report any damages to the supervisor
- *Remove all dust, debris and foreign particles from upholstered furniture including crevices and under cushions
- *Dust pictures, frames and mirrors
- *Remove dust and debris on television, VCR, clock radio, remote control and cable box
- *Clean all lamps and light switches; check for proper working order
- *Remove dust, spots and smears from windows, ledges and frames
- *Remove dust, grease and smears from telephone and re-position properly
- *Empty liquid from ice bucket and wipe all surfaces dry
- *Remove dust, smudges and spills from mini bar; ensure it is plugged in and securely locked
- *Remove dust on drapes weekly and realign to correct positions daily
- *Inspect conditions of amenities in desk, drawers and guest service directory; replace designated amounts at proper locations within the room
- *Remove trash, debris and cobwebs from balcony/patio
- *Inspect condition of planters and plant; remove debris
- *Remove dust, dirt and smudges from A/C unit, vents, grids and thermostat
- *Update status of rooms cleaned on assignment sheet
- *Empty vacuum bag and wipe vacuum clean
- *Turn over any lost and found items from guest rooms to Supervisor
- *Make up cribs and rollaway beds
- *Re-hang and refold guest clothing (if applicable)
- *Stock cleaning supply caddies

Typical Schedule:

Employees can't have allergies to cleaning chemicals or dirt/dust. Face masks may be provided, if needed. Must be able to lift up to 30 pounds and push a house cart.

Drug Test required: No

COMPENSATION

Hourly Wage: \$11

Eligible for Tips: No

Estimated weekly wages including tips: \$440

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 32

Estimated minimum number of hours per week: 40

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Required to take sanitation training class. All students working for Borgata must join the Local Union 54. The initial fee is \$100.00 for the first month and \$47.50 for each additional month.

Average number of hours per week reached by last year's seasonal employees: 30

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Overtimes is paid after 8 hours in a day and after 40 regular hours in a week. One hot meal per shift.

JOB REQUIREMENTS

English Level required:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Must be able to lift up to 30 pounds and push a house keeping cart.

Standing for entire shift

Handling cleaning chemicals

Other qualifications or conditions

Description:

Employees can't have allergies to cleaning chemicals or dust/dirt. Face masks may be provided, if needed. Must have the ability to read, write and understand instructions given in the English language. Must have the ability to understand and respond to verbal instructions given in the English language. -Provide excellent customer service and maintain a professional demeanor - Experience in some cleaning capacity, preferably housekeeping Ability to: -perform job functions with attention to detail, speed and accuracy -prioritize job functions with attention to detail, speed and accuracy -prioritize and organize -be a clear thinking, remaining clam and resolving problems using good judgement -follow directions thoroughly -understand guest's service needs -work cohesively with co-workers as part of a team -work with minimal supervision

Job Training required: Yes

Length of job training:

14 days

Hours per week during training period: 30

Different wage during training period: No

Start on specific day of the week: Yes

Monday

Training requirements:

All students working for Borgata must join the Local Union 54. The initial fee is \$100 for the first month and \$47.50 for each additional month.

Need to wear uniform: Yes

Uniform Policy:

Employer will provide uniforms. Students must purchase black leather non skid shoes.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Good personal hygiene is required at all times. Associates are expected to brush teeth, bathe and use deodorant daily. Hair must be clean, neatly combed and arranged. Mustaches are permitted only if neatly trimmed; however they cannot extend beyond the corner of the mouth. No beards or goatees are permitted. Hair on males can not be longer than collar. Earrings are no permitted for male associates. Appropriate shoes, based on position will also be required.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Company Parties, Karaoke Nights or Talent Shows

Additional Details about Cultural Offerings:

Our team holds staff parties throughout the season and provides information on traveling to places like NYC and Philadelphia. Public transportation from Atlantic City makes it easy to take day trips to some of the top cities on the east coast.

Local Cultural Offering:

Atlantic City is an exciting place to visit. There is a large boardwalk with lots of casinos and an amusement part. There is a large shopping district as well as sunny beaches!

Atlantic City's location is great for traveling to nearby cities such as New York City and Philadelphia.

HOUSING AND TRANSPORTATION

Housing Provided: No

Community Housing Options:

Available: Yes

Description:

The employer will provide a list of housing options before arrival. Most shared rooms rent for approximately \$100 per week.

Minimum Average Cost Per Week: \$100

Maximum Average Cost Per Week: \$244

Transportation for Community Housing Description:

There is a local bus called the Jitney that can transport students throughout the majority of Atlantic City. It runs 24 hours a day, 7 days a week. There is also a direct route that takes students to the work site which is strongly recommended. There is also a public bus but it is not as convenient as the Jitney.

ARRIVAL INFORMATION

Arrival Instructions:

Students must arrive between 10 am and 2 pm Monday Thru Friday. Start dates are specific for each country and students will be expected to start training on their start date.

If you are traveling from JFK, take the Air Tran from inside your terminal to Jamaica Station. Take the E train (the subway) to 42nd Street/ 8th Avenue. Walk to the NY Port Authority at 625 8th Avenue. Find NJ Transit Bus 319 to Atlantic City, NJ. Take a taxi to your housing.

*Jim this might be where we change up when students arrive to avoid last years confusion with training schedule and start dates.

Suggested Arrival Airport:

JFK, JFK, Less than 50 miles

Philadelphia International Airport, PHL, Less than 25 miles

Estimated cost of transportation to worksite from suggested airports: \$25 to \$50

If arriving after regular hours:

Suggested After-Hours Accommodation:

AAE Super Eight Hostel New York

139 Jamaica Ave.

New York City , New York 11435

<http://hotelsusa15.blogspot.com/2014/08/aae-new-york-hostel-usa.html>

\$25 to \$50

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: No

Social Security Number:

Require participants to apply for SSN before arrival at worksite: No

Details about how to apply for Social Security Number:

The employer will provide directions and transportation information to the nearest SSA office.

Nearest SSA Office: Egg Harbor Township , New Jersey , Less than 25 miles

Other:

Wage Payment Schedule:

Students will be paid every two weeks.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: No

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Good personal hygiene is required at all times. Associates are expected to brush teeth, bathe, and use deodorant daily. Hair must be clean, neatly combed and arranged. Mustaches are permitted only if neatly trimmed; however they cannot extend beyond the corner of the mouth. No beards or goatees are permitted. Hair on males can not be longer than collar. Earrings are not permitted for male associates. Appropriate shoes, based on position, will also be required.

Second Job Availability: Yes, likely

Applicable Company Policies:

All students working for Borgata must join the Local Union 54. The initial fee is \$100.00 for the first month and then \$47.50 for each additional month. Some positions will require students to work from 6pm to 2am. You will not be allowed to work past 2am. Overtime will be given and decided as needed by each department.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Restaurants, Fitness Center

Walking Distance from Housing:

Food Market, Shopping Mall, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library, Beach