



Doubletree by Hilton Virginia Beach - Host/Hostess

HOST INFORMATION

Company Description:

This Virginia Beach, VA hotel is located next to the Convention Center and is eight blocks from the beautiful Virginia Beach oceanfront. It was just updated in 2014, and is a pet friendly, non-smoking hotel. With more than 370 hotels in 32 countries on six continents, the DoubleTree by Hilton hotel chain offer guests ideal locations with upscale hotel rooms and exceptional hospitality.

While you are in Virginia Beach, you will experience miles of white sandy beaches, warm sparkling water, unlimited restaurants, rides, activities and entertainment. There are shops lining the streets, and a huge population of other J-1 Students – you will be sure to meet people from all over the world. There is constantly outdoor music being played, and with festivals, fairs and activities, you won't be bored!

During your downtime, there are plenty of things to enjoy including wide, sandy beaches, rides and amusement parks, retail shops, and a world-famous boardwalk, just to name a few. While you're here enjoying all the city has to offer, you will meet both local residents and other visitors, making this a truly international experience, and providing you with a great opportunity to polish your English skills!

If you are looking to have fun, work hard, and most importantly, deliver exceptional customer service, we would love to have you on our team!

Host Website: <http://VirginiaBeach.DoubleTree.com>

Site of Activity: Doubletree by Hilton Virginia Beach

Parent Account Name: Doubletree by Hilton Virginia Beach

Host Address: 1900 Pavilion Drive Virginia Beach , Virginia , 23451

Nearest Major City: Norfolk , Virginia , Less than 25 miles away

PLACEMENT INFORMATION

Job Description:

The Host person is responsible for ensuring the prompt recognition and seating of all guests in outlets as assigned and assists the servers in providing attentive, courteous and efficient service to guests throughout their dining experience. Host/Hostess employees may be responsible for handling sales which will include: taking correct orders, entering sales in a cash register, taking money, counting out correct change (coins/bills), giving change (coins/bills) to customers, and completing credit card transactions.

- All Food and Beverage employees will be responsible for maintaining and cleaning all Food Service areas including preparation tables, equipment, dishes, floors, supply areas, refrigerators, coolers, sales areas, and customer areas (tables, chairs, serving lines, condiment stands, etc.).
- Demonstrate a high level of customer service. Respond to and take appropriate action to resolve concerns and complaints of guests.
- Keep supervisor/manager informed of situations relating to facility operation, patron complaints or concerns, accidents, emergency situations, damages, and potential safety hazards.
- Attend departmental and team meetings as well as participate in all additional training courses.

- Perform all duties in a safe manner.
- Employees may be asked to move to different locations or job assignments within the property, as needed. Other duties may be assigned.

Drug Test required: No

COMPENSATION

Hourly Wage: \$8

Eligible for Tips: No

Estimated weekly wages including tips: \$256

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 32

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Average number of hours per week reached by last year's seasonal employees: 36

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Standing for entire shift

Other qualifications or conditions

Description:

Must have a high attention to detail, math/counting skills, and accurate money/cash handling skills. •Must be able to work individually or on a team and at a quick pace. •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. •Must have a friendly, positive attitude and be dedicated to customer service. • All employees serve as a representative of our company and must display courtesy, respect, tact, and discretion in all interactions with other employees, management, owners, guests, and members of the local community.

Job Training required: Yes

Length of job training:

5 days

Hours per week during training period: 32

Different wage during training period: Yes

Training wage description:

Training is paid at a rate of \$7.50 per hour

Start on specific day of the week: Yes

Monday

Wednesday

Thursday

Friday

Training requirements:

Students may be offered banquet shifts as well if there is a staffing need for specific events. This means extra hours in a different job type! This will ONLY be offered if there is a need and is not guaranteed.

Need to wear uniform: Yes

Uniform Policy:

You will need to bring or purchase, and be prepared to wear BLACK pants. No sweat pants, shorts, skirts or spandex pants allowed. You will need to bring and be prepared to wear black, slip-resistant shoes with closed toe and closed heel. These MUST say Slip-Resistant on them! Absolutely no sandals allowed. You must also bring with you a long sleeve, button down, black shirt. No large logos or brand names should be visible.

Cost of uniform: \$50

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

You are representing our business; we need you to look professional. Students must be neatly groomed, clean, neat and professional in appearance. No visible tattoos and no facial piercing (ear OK). Must have normal colored hair (no pink, blue, green...). Must bathe regularly and wear deodorant. No overbearing perfumes or colognes. Clean hygiene is a must. Men must have clean shaven face and women must wear hair tied back.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Holiday Events, Potlucks or Dinners, Movie or Game Nights, Sporting Events, Company Parties, Will provide information about Events, Local Resources, Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

When possible, there are smaller functions every week, ranging from pizza parties to opportunities to interact with your co-workers. Last Summer we did the following: ice cream truck outside for students, national donut day celebration, staff appreciation days and organized staff lunches.

Local Cultural Offering:

Feel free to visit the Discovery Center or the Vacation Markets to find out all about what the Virginia Beach resort area has to offer!
Discovery Center: 3316 Atlantic Avenue Virginia Beach, VA 23451

Vacation Markets: located on Atlantic Avenue at 16th, 25th, and 31st Streets.

HOUSING AND TRANSPORTATION

Housing Provided: No

Community Housing Options:

Available: Yes

Description:

there is housing with in a 5 minute bike ride to the hotel and also walking distance.

Minimum Average Cost Per Week: \$90

Maximum Average Cost Per Week: \$120

Transportation for Community Housing Description:

Most student buy a bike fore around \$50.00 from a local church or organization. You are able to return the bike at the end of the season and they will give you some money back.

There are local bus stops all around the area of the hotel.

ARRIVAL INFORMATION

Arrival Instructions:

You should fly into Norfolk Airport (ORF) and take the bus (\$1.50 fare) or taxi (\$60 fare) into Virginia Beach. are - a 30-45 minute trip. There is sometimes a shuttle service -www.norfolkairport.com/airport-shuttle.

Suggested Arrival Airport:

Norfolk International Airport, ORF, Less than 25 miles

Estimated cost of transportation to worksite from suggested airports: \$0 to \$25

If arriving after regular hours:

Suggested After-Hours Accommodation:

Econo Lodge Airport
3343 North Military Highway
Norfolk , Virginia 23518

757-855-3116
\$75 to \$100

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Employees need to go to Harmony Hospitality, go under careers, under Doubletree by Hilton Virginia Beach and apply for the job they are being offered.

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

Go to the local Social Security Office and I would recommend using the hotel address to get the card sent to.

Nearest SSA Office: Virginia Beach , Virginia , Less than 10 miles

Other:

Wage Payment Schedule:

Out payroll runs Tuesday through Monday. You will be paid every other Friday for a two week period.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Men are not allowed to have earrings. Facial hair needs to be neat and clean. Deodorant must be worn as it's very warm here in the summer months. All uniforms require black pants, no jeans or stretch pants.

Second Job Availability: Yes, likely

Applicable Company Policies:

There are lockers that are provided with locks. All personal belongings will be locked up here daily. Cell phone's will also be in lockers during an employees shift. No cell phones are permitted in the employees physical work place.

The hotel does not have smoke breaks. If you are scheduled to work over 6 hours, you will be entitled to a 30 minute lunch break and this is when you can smoke.

Schedules will be given out weekly. If you need a day off, we ask that you ask at least 2 weeks prior to the day requested.

COMMUNITY AMENITIES

Walking Distance from Worksite:

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

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Public Library

In Town, Requires Transportation:

Shopping Mall