



Forty One North - Guest Services

HOST INFORMATION

Company Description:

Forty 1° North brings a modern elegance to historic Newport. Marrying a cool and casual luxury with the excitement of our downtown waterfront setting, we offer the best of Newport to all our guests. We are a high-volume operation featuring a Marina, two full service restaurants with outdoor bars/dining and a hotel with exceptional guest accommodations. We hire international students to work different roles for our property - regardless of your job description. We expect everyone to value & promote excellence at all times as well as operate as a team! Please note that you will need to secure your own housing. However we have partnered with two real estate brokers to make the search process easier; but ultimately it is your responsibility to secure housing ahead of your arrival. A benefit available to all employees is a 50% dining discount off the restaurant menu.

We look forward to meeting you and having you be part of our Summer 2021 crew!

Host Website: <http://www.41north.com>

Site of Activity: Forty One North

Parent Account Name: Forty One North

Host Address: 351 Thames Street Newport , Rhode Island , 02840

Nearest Major City: Providence , Rhode Island , Less than 25 miles away

PLACEMENT INFORMATION

Job Description:

Duties & Functions:

- Be the Ambassador of the Property, Guest Advocate, Gracious Host within the Property and the local community.
- Special requests, room assignments and guest amenity programs.
- Responsible for maintaining front office/lobby appearance while on duty
- Coordinate relocation of guests when necessary.
- Direct and assist front desk staff and telecommunications in organizing breaks, ensuring that all work is completed efficiently and according to schedule
- Ensure all necessary reports and forms are completed daily

Specific Job Knowledge & Skills:

- One to two years in a public contact position
- Strong English verbal and written communication skills
- Proficiency with computer skills.
- Ability to multitask and to work independently, with a close attention to detail, in a fast paced environment
- Positive and productive working relationships with entire staff of the property.

- *Passion for gracious, friendly, and fun customer service*
- *Creative problem solver*

Requirements:

- *Previous hotel or customer service experience are preferred.*
- *Ability to work cohesively with co-workers both within and outside of your department.*
- *Ability to compute basic and accurate mathematical calculations*
- *Ability to prioritize, organize and follow up.*
- *Ability to work well under pressure, dealing with many arrivals and departures within a short period of time*

Physical Requirements:

- *Move, lift, carry, push, pull, and place objects weighing less than or equal to 30 pounds without assistance*
- *Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity*
- *Stand, sit, or walk for an extended period of time or for an entire work shift*
- *Reach overhead and below the knees, including bending, twisting, pulling, and stooping*

Typical Schedule:

The standard schedule will be between 35-40 hours. Schedules may vary depending on the needs of the hotel. Daily shifts tend to be 7.5 to 8 hours per day. 6am-2pm, 8am-4pm, 12pm-8pm & 4pm-midnight.

Seasonal changes to job duties or available hours: *Yes*

Weekly hours will be different due to changes in the operating season

Drug Test required: *No*

COMPENSATION

Hourly Wage: *\$14*

Eligible for Tips: *Yes*

Tips from guests are permitted but they are not common for this position.

Estimated weekly wages including tips: *\$480*

Bonus: *No*

** All figures above are pre-tax*

Estimated average number of hours per week: *38*

Estimated minimum number of hours per week: *35*

Estimated maximum number of hours per week: *45*

Potential fluctuation in hours per week:

All staffing levels depend on the occupancy levels of the hotel.

Average number of hours per week reached by last year's seasonal employees: 38

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

50% dining discount off the restaurant menu.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

All staff will perform physical activities that require moving one's whole body, such as lifting, balancing, climbing, and stooping or bending at the knee to clean. •Guest Services will be required to walk or stand for long periods of time, push or pull a linen cart (up to 100 lbs), lift up to 40 lbs on a repeated basis.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Job Training required: Yes

Length of job training:

1 week

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

All housekeepers are given uniform shirts which is a polo shirt with the 41 North logo. Attendants wear fitted khaki pants and white tennis shoes which they are responsible to provide.

Cost of uniform: \$40

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Uniform. Neat clean appearance. Students must be presentable, and well prepared for work in a high-end setting daily. No extreme styles or piercings or visible tattoos. Natural color hair.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Potlucks or Dinners, Holiday Events

Additional Details about Cultural Offerings:

As one of New England's most historic and beautiful coastal cities, Newport provides a wealth of cultural experiences paired with unparalleled access to natural beauty. Historic seaports, colonial homes, gilded age mansions, sailing regattas, beaches, vineyards, farms and more!

HOUSING AND TRANSPORTATION

Housing Provided: No

Community Housing Options:

Available: Yes

Description:

There is a competitive rental housing market in Newport for seasonal employees. There are both apartments and houses available for rent throughout the City and neighboring towns. Some landlords may require advance payment for rent. We have partnered with Ben McAndrew of Warner Realty Group and Tara Feury of Keller Williams Realty, who can provide available housing options. Their contact information is as follows: Ben McAndrew, REALTOR ben@warnerrealtygr.com Warner Realty Group Newport, RI 02840 Office: (401) 236-8685 Mobile: (518) 744.1720 Tara Feury, Associate REALTOR® Bringing Together Buyers and Sellers Keller Williams Realty of Newport, East Bay and North Kingstown Mobile: (401) 239-4939 Office: (401) 845-9200 Fax: (401) 845-9202 www.tarafeuryrealestate.com

Minimum Average Cost Per Week: \$100

Maximum Average Cost Per Week: \$300

Transportation for Community Housing Description:

Newport is a safe walking and biking ocean community. Typically students find housing within a 15-20 minute commuting distance. There are other transportation options to include Public Buses and shared car services such as Uber and Lyft.

ARRIVAL INFORMATION

Arrival Instructions:

We recommend students fly into Boston Logan International Airport and take a bus to Newport Gateway Center.

Logan International Airport is approximately 70 miles from Newport.

An average cost of a bus ticket \$30-\$35. Average travel time is 1.5 hours.

www.PeterPanBus.com

Average UBER cost : \$125 - \$175 Travel Time: 1 - 1.5 hours.

Students must email arrival information at least 2 weeks prior to scheduled start date.

Suggested Arrival Airport:

Logan International Airport, BOS, Over 50 miles

Providence T.F. Green Airport, PVD, Less than 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Motel 6 Newport
249 JT Connell Highway
Newport , Rhode Island 02840
www.motel6.com
401-848-0600
\$50 to \$75

Rodeway Inn
31 West Main Street
Middletown , Rhode Island 02842
<https://www.choicehotels.com/rhode-island/middletown/rodeway-inn-hotels/ri029?source=gyxt>
(401) 847-2735
\$50 to \$75

TRAINING AND ONBOARDING

Pre-Arrival Onboarding:

Social Security Number:

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

Details about how to apply for Social Security Number:

Social Security Office: 130 Bellevue Ave # 210, Newport, RI 02840 Phone: (866) 253-5607

Nearest SSA Office: Newport , Rhode Island , Less than 10 miles

Other:

Wage Payment Schedule:

Weekly paycheck. Direct deposit is available for all employees. Direct deposit may be set-up during your onboarding process.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups:

Grooming Requirements:

As a team member, it is your responsibility to maintain our high standards of personal hygiene, uniform cleanliness and grooming. Your appearance will make a lasting impression on our guests, your co-workers and our company. Facial hair: Beards, goatees and mustaches are permitted but must be neatly trimmed. Tattoos are permitted. No tattoos may be visible which depict violent, sexual, racist, discriminatory, illegal, or offensive conduct, ideas, thoughts, or emotions. Uniforms by position.

Second Job Availability: Yes, likely

Applicable Company Policies:

STANDARDS OF CONDUCT AND DISCIPLINARY PROCEDURES

Each employee has an obligation to observe and follow Forty 1° North's policies and to maintain proper standards of conduct at all times. Most employees try to do their jobs well and cooperate in observing common sense rules of conduct. However, disciplinary action is sometimes necessary. Generally speaking, if an individual's behavior interferes with the orderly and efficient operation of a department or work unit, corrective disciplinary measures will be taken. The severity of the disciplinary action depends upon, among other things, the nature and gravity of the offense, its impact on the organization, and the employee's work record. Forty 1° North does not guarantee that one form of disciplinary action will necessarily precede another. Further, Forty 1° North reserves the right, at all times, to take whatever disciplinary action it deems appropriate, up to and including termination. Prior notification, utilizing the procedures outlined above, is not a prerequisite for termination or other disciplinary action. Certain forms of serious misconduct and performance deficiencies may result in suspension or discharge, without prior counseling. Examples of the types of violations which may subject an employee to immediate discharge include, but are not limited to: violation of Company policies; insubordination or insolence; threatened or actual physical violence; possession, use or sale of controlled substances while on Company business or on Company property; coming to work under the influence of alcohol or controlled substances; poor performance; theft; harassment; unauthorized modification to or deletion of electronic files, including computer and cellular telephone records and contacts; and knowingly false, fraudulent or defamatory statements about another employee or a client of Forty 1° North. Please note that the above-listings not all inclusive, as the nature and seriousness of other violations may warrant disciplinary action up to and including termination. Forty 1° North reserves the right to restrict any former employee, who has resigned or had his or her employment terminated for any reason, from entering Company premises, whether as a customer or otherwise.

Basic Guidelines:

Scheduled times: Employees are expected to be dressed in full uniform and ready to begin their shift at scheduled time.

Clock-in: Employees are not permitted to clock-in earlier than 5 minutes to scheduled time. Clock-in time more than 5 minutes after scheduled time is considered a lateness

Shift coverage: Contact your department manager or manager on duty directly in the event you are unable to arrive at your scheduled time. All efforts to have your shift covered should be made in the event you are unable to work a scheduled shift.

Schedule requests: All schedule requests for the upcoming week must be submitted to department managers by required timelines, which may vary by position.

Report to your department manager upon arrival at the workplace.

Requests for 3 or more days off in a week must be submitted at least three weeks in advance.

There is a strict no smoking policy on property.

There is a strict no cell phone policy. All cell phones must be kept in employee lockers.

A complete employee handbook will be provided to you on your arrival. The employee handbook reviews all the above in more detail along with all our company's guidelines and protocols.

COMMUNITY AMENITIES

Walking Distance from Worksite:

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

Walking Distance from Housing:

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