



The Reeds at Shelter Haven - Host/Hostess

HOST INFORMATION

Company Description:

The Reeds at Shelter Haven is a contemporary luxury boutique hotel located in Stone Harbor, New Jersey. Stone Harbor is a beautiful shore resort town just minutes from Wildwood, NJ, where hundreds of J-1 students live and work, making it a popular Work and Travel destination. Stone Harbor is also nearby to other great New Jersey shore towns.

Stone Harbor holds events and festivals throughout the summer, such as Centennial Reenactment, an arts and crafts show, Food and Wine Festival, Memorial Day Parade and a Concert Series. There are lots of fun things to do in Stone Harbor! Please visit Stone Harbor Chamber of Commerce's website for additional information about this great town.

The New Jersey shore area is close to three major cities and are easily accessible via public transportation. A two hour commute to Philadelphia, Pennsylvania, also known as the City of Brotherly Love, has many U.S. historical landmarks and a variety of museums. Travel to New York City is approximately 2.5 hours and is the home of the Statue of Liberty and Ellis Island. New York is also a great place to catch a Broadway show. Washington DC, the United States' capital, is approximately 3.5 hours away. While visiting Washington DC, you will want to visit the White House and the Washington Monument.

Host Website: <https://www.reedsatshelterhaven.com/>

Site of Activity: The Reeds at Shelter Haven

Parent Account Name: The Reeds at Shelter Haven

Host Address: 9601 Third Avenue Stone Harbor , New Jersey , 08247

Nearest Major City: Philadelphia , Pennsylvania , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

*The Host/Hostess welcomes guests, seats them at tables or in the lounge, takes reservations and helps ensure a quality customer service experience. Job Duties and Task: *Greet guests and seat them at table or in waiting areas. *Answer telephone calls and respond to inquiries or transfer calls. *Provide guests with menus, inform guests of establishment specialties and features. *Assign guests to table suitable for their needs and according to rotation so that servers receive an appropriate number of seating. *Inspect host desk, dining and serving areas to ensure cleanliness/proper setup. *Inspect all menus prior to your shift to ensure correct information and cleanliness. Notify management if something is incorrect or if additional menus need to be printed. *Maintain contact with kitchen staff, management, serving staff, and guests to ensure that dining details are handled properly and any concerns are addressed. *Receive and record guest dining reservations. *Direct guests to coat rooms and waiting areas such as lounges. *Speak with guests upon departure to ensure satisfaction with food and service, to respond to complaints. *Supervise and coordinate activities of dining room staff to ensure that guests receive prompt and courteous service. *Assist with serving food and beverages as needed. *Assist with setting or resetting tables as needed.*

Drug Test required: No

COMPENSATION

Hourly Wage: \$13

Eligible for Tips: No

Estimated weekly wages including tips: \$520

Bonus: No

** All figures above are pre-tax*

Estimated average number of hours per week: 40

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: 40

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 75lbs/34kgs

Description:

**All workers will perform physical activities that require moving one's whole body, such as lifting, balancing, climbing and stooping, or bending. These activities often also require considerable use of the arms and legs. *Employees will be required to stand for long periods of time. *Employees will be required to lift, push, pull, or carry objects up to 40lbs on a repeated basis.*

Standing for entire shift

Other qualifications or conditions

Description:

*Must be able to work individually or on a team and at a quick pace. *Must have advanced English speaking skills and 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:

On the job

Hours per week during training period: 25

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Training will happen on the job.

Need to wear uniform: Yes

Uniform Policy:

Employer will advise student on what to purchase prior to arrival. Uniform includes Reeds shirt (provided), khaki shorts, flip flops or beach shoes.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Strong smelling perfumes, cologne or aftershave must be avoided. Hair must be neat, clean and in a natural color and style. Long hair pulled back. No bright or glittery nail polish, or large jewelry. One earring per ear lobe. No visible body piercing or tattoos. No long hair on men. Only short, trip mustaches, beards or goatees and management has the right to tell staff to shave if found unacceptable.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Will provide information about Events, Local Resources, Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

Stone Harbor is a beautiful place to visit in the summertime. We have lots of shops, restaurants and local events to visit. Visiting neighboring shore points, Cape May, Sea Isle, Ocean City, and Atlantic City are quick day trips and easily accessible via Uber or Lyft.

Local Cultural Offering:

In Stone Harbor, you can volunteer at the Wetlands Institute and help save ocean birds and animals. Cold Spring Village is near Cape May, where you can see how Americans lived in the 1700's. See stoneharbornj.org for information on upcoming summer events!

HOUSING AND TRANSPORTATION

Housing Provided: No

Community Housing Options:

Available: Yes

Description:

Students working in Stone Harbor generally find affordable housing in North Wildwood for approximately \$90-\$110 per week. Two inexpensive hotels where you can stay while looking for housing: Royal Canadian (3300 Atlantic Ave, Wildwood, NJ) or Arlington Hotel (25 E. Magnolia (between Ocean and Atlantic, Wildwood, NJ)) To start your housing search, visit the websites and contacts below: www.shoppenews.com www.capemayherald.com 121 E. Maple (contact Cristian Banu at cristibanu2000@yahoo.com) Lisa's Place: summerrentals@aol.com Callie Glass: glasscalli@yahoo.com

Minimum Average Cost Per Week: \$90

Maximum Average Cost Per Week: \$110

Transportation for Community Housing Description:

Transportation will be provided by the employer at a cost of \$10.00 per week and is paid through payroll deduction. Students are strongly encouraged to use this transportation. The shuttle schedule will be provided. There will be multiple pick up times and locations in Wildwood, New Jersey. More information on the shuttle service will be provided closer to your start date.

Students living in Wildwood are NOT permitted to ride their bikes. If you choose not to use the shuttle service provided, Bus 315 goes from Wildwood terminal to 3rd Ave. at 94th street, Stone Harbor daily. The cost is \$2.50 one way (price subject to change).

ARRIVAL INFORMATION

Arrival Instructions:

DIRECTIONS TO WILDWOOD, NEW JERSEY

Directions from New York JFK International Airport to Wildwood, New Jersey go to <https://www.rome2rio.com/map/New-York-JFK-Airport-JFK/Wildwood>.

Directions from Philadelphia International Airport to Wildwood, New Jersey go to <https://www.rome2rio.com/map/Philadelphia-Airport-PHL/Wildwood>.

Directions from Atlantic City International Airport to Wildwood, New Jersey go to <https://www.rome2rio.com/map/Atlantic-City-International-Airport-Egg-Harbor-Township-NJ-USA/Wildwood>.

WHEN TO ARRIVE

You may want to arrive one or two days prior to your start date to get settled in your housing, open a U.S. bank account with US Bank or PNC Bank, and apply for your Social Security number. You are expected to attend employee orientation during your first week of work.

Suggested Arrival Airport:

JFK International Airport, JFK, Over 50 miles

Philadelphia International Airport, ACY, Over 50 miles

Atlantic City International Airport, ACY, 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:**

AAE Hostel JFK

139-09 89th Ave

Jamaica , New York 11435

www.hostelworld.com

\$25 to \$50

TRAINING AND ONBOARDING

Pre-Arrival Onboarding:**Social Security Number:**

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

Details about how to apply for Social Security Number:

Prior to arrival you will want to complete the Social Security application by going to <https://www.ssa.gov/forms/ss-5.pdf>. If you have a Social Security number and misplaced your card, you will want to visit <https://www.ssa.gov/myaccount/replacement-card.html> to request a replacement card.

Nearest SSA Office: Rio Grande , New Jersey , Less than 10 miles

Other:

Wage Payment Schedule:

Students will be paid every two weeks by check.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: No

Hire in Groups:

Grooming Requirements:

The Reeds maintains a high level of service provided to guests, therefore there is a high standard for personal appearance and grooming standards. Students are expected to bathe daily clean teeth, wear deodorant, uniform must be washed and cleaned at all times. All visible tattoos and piercings must be hidden.

Second Job Availability: Yes, likely

Applicable Company Policies:

All students are required to attend employee orientation. During orientation Human Resources will review company policies.

During your onboarding you will receive a copy Refined Hospitality's employee handbook. All Refined Hospitality policies are applicable to all employees employed at any Refined Hospitality managed properties.

Refined Hospitality reserves the right to adjust work schedules at anytime to meet business needs.

All students are required to work at least two weeks before working any second jobs.

Outside Employment Policy

Refined Hospitality, takes priority over any second job.

In accepting a position with Refined Hospitality, Refined Hospitality expects that you maintain a certain loyalty - loyalty to Refined Hospitality, and to your fellow employees. If you must take outside employment in a business unrelated to our work, such work must not interfere with the demands and performance of your current position at Refined Hospitality. Please discuss any outside employment opportunities with your supervisor or the Human Resources Department to ensure that the opportunity does not present a conflict of interest.

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, Internet Cafe, Public Library

In Town, Requires Transportation:

Shopping Mall