

Ocean Edge Resort and Golf Club - Counter Attendant

HOST INFORMATION

Company Description:

Ocean Edge Resort & Golf Club isn't just a place to work—it's a place to grow, explore, and make lifelong memories on the iconic shores of Cape Cod. Our historic Mansion, award-winning accommodations, and vibrant resort community create the perfect environment for cultural exchange students seeking both professional experience and a true New England adventure.

About the Resort

Located in Brewster, Massachusetts, Ocean Edge is celebrated as one of the "Best Resorts in Massachusetts" and a top-ranked destination for travelers from around the world. Guests choose us for our beautiful beaches, bike paths, pools, tennis courts, restaurants, golf, and unforgettable culinary experiences—and you'll be right in the center of it all.

What You'll Experience

At Ocean Edge, you'll join a friendly, supportive, international team of hospitality professionals. We're a resort that values teamwork, cultural exchange, personal growth, and fun. You'll learn real skills, meet people from many nations, and immerse yourself in a dynamic, fast-paced environment where every day is different.

Our Promise to You

Your experience at Ocean Edge will be more than just a job. You'll become part of a community that values diversity, curiosity, and connection. We take pride in helping our students feel at home, discover new opportunities, and develop skills they can take anywhere in the world.

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

Site of Activity: Ocean Edge Resort and Golf Club

Parent Account Name: Ocean Edge Resort and Golf Club

Host Address: 2907 Main Street Brewster, Massachusetts, 02631

Nearest Major City: Boston, Massachusetts, Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Position Summary: Customer Service Professional responsible for providing 100% guest satisfaction through knowledgeable, friendly and professional food and beverage service. The Counter Attendant is the face of the outlet and has considerable influence on our guests' experience. They must maintain a professional and friendly demeanor and offer timely assistance to guests to ensure that their needs are met. Must be energetic and personable. This position requires that you are professional, attentive, and detail oriented – ensuring that our guests have a memorable experience at the outlet.

ShapeEssential Functions:

Understands and upholds all Ocean Edge Standards of Service and Ocean Edge Core Values

Delivers and maintains the Forbes Standards of Service to all guests to assure the maximum guest satisfaction

Stays informed of all events happening on the property to answer any guest inquiries

Balances multiple requests simultaneously while maintaining a calm and tactful nature with guests and peers.

Take orders from Guests when they walk up to the Counter, Answers any Menu Questions, and able to offer suggestions.

Understand how every item on the menu is prepared and be ready to answer guest questions regarding food preparation and allergens.

Serve Food and Beverages: Responsible for assuring all guests receive their food and beverages in a timely manner.

Abide by all corporate act, laws and requirements pertaining to serving alcoholic beverages

Clean and Prepare Lawn Chairs for service. Ensure that lawn chairs and tables are in the proper place and that the guests areas meet proper standards of cleanliness and sanitation.

Process Payments: Ensure that guests receive an accurate bill for items they purchased, receive and process payments, and return paid checks and receipts to customers.

Perform opening and closing duties. Work as a team to complete sidework to include cleaning, stocking and taking out the trash.

Maintain proper set-up of the lawn/member sports club before, during and after service.

Keep Wait Station clean, organized and fully stocked

Have knowledge of all hotel and resort operations and services so guest questions can be accurately answered.

Required to maintain all health code standards

Requires the ability to work efficiently and within a team environment

Must exhibit wine, beverage and food knowledge

Ability to work well under pressure

Maintain professional behavior and attitude. No socializing during operating hours

Be upbeat and friendly, have fun doing what you do.

Take responsibility for and maintain equipment; notify supervisor/managers of problems

Performs any other job-related duties as assigned.

Typical Schedule:

The Membersport Club counter open every day from 6am-11am and then again from 4pm-9pm

Seasonal changes to job duties or available hours: Yes

Business operates on weekends only at beginning or end of season Weekly hours will be different due to changes in the operating season Job duties at beginning or end of season are different

Drug Test required: Yes

COMPENSATION

Hourly Wage: \$15

Eligible for Tips: No

Estimated weekly wages including tips: \$500

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:

Weather affects the popularity of the membersports club, seasonal events affect the business operating hours.

Average number of hours per week reached by last year's seasonal employees: 35

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

We offer 50% off meals to team members while working, they may order food during non peak hours for take away to eat while on their break period.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Standing for entire shift

Job Training required: Yes

Length of job training:

10 hrs

Hours per week during training period: 5

Different wage during training period: No

Start on specific day of the week: Yes

Monday

Training requirements:

TIPS certification is required that Ocean Edge provides this training.

Need to wear uniform: Yes

Uniform Policy:

We provide the uniform. Team members must provide their own non slip closed toe shoes in a solid black color

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

the uniform is provided by Ocean Edge. No facial piercings permitted, tattoos must be kept covered. Facial hair must be kept neat and trim.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events

Additional Details about Cultural Offerings:

Ocean Edge promotes the importance of the cultural exchange program by hosting monthly Team Member events such as 4th of July barbecue, celebrate Thanksgiving in August, American movie night, local baseball game in Brewster, etc.

Local Cultural Offering:

Brewster museum of natural history is down the street

State park is nearby

Cape Cod baseball league, and there is a Ocean Edge night

HOUSING AND TRANSPORTATION

Housing Provided: Conditional. Housing is provided based on arrival dates or other factors.

Employer-owned or employer-arranged housing description:

Housing is provided based on arrival dates. The housing is shared rooms with shared bathroom and a shared kitchen. Each room has a shared refrigerator and microwave . There is air conditioning in each room. Rent is to be paid in advance of the month of stay. There is housing in Brewster, Harwich Port, and Yarmouth. We do provide complimentary employee shuttle to take the team back and forth to the resort for their shifts. The shuttles do not make additional stops and are to only provide transportation to the team members for work. The housing has coin operated laundry machines.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

There is complimentary WiFi provided in the housing.

Phone Service: No

Description:

The students may bring their own cell phones and buy a sim card. The resort has landlines the student may use in case of an emergency.

Kitchen facilities: Yes

Description:

Depending on which location the student is placed in, there is access to 1 or more kitchens for their use.

Laundry facilities: Yes

Description:

Coin operated laundry machines are available at each housing location.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 6

Suggested Occupancy Per Room: 2 - 6

Rooming Arrangement Description:

Housing requests can be made and we will try to accommodate those requests as best we can but it is not guaranteed. Co-ed rooms are only available at the Harwich Port location. Co-ed rooms are not possible at the Brewster or Yarmouth locations.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$175

Housing Cost Deducted from Paychecks: No

Description:

Students can pay in cash or charge in the accounting dept.

Utilities Costs: No

Housing Deposit: No

Transportation to Worksite:

Walking Commute Time

Estimated commute time: 15 to 30 minutes

Description: Brewster housing is within walking distance of the resort.

Biking

Estimated commute time: 15 to 30 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: Yes

Bicycles are available to rent: No

Estimated cost: \$

Description: Brewster housing is located on the resort.

Employer-Provided Transportation

Estimated commute time: 30 to 45 minutes

Estimated cost: \$0

Description: Shuttle is provided for Harwich Port and Yarmouth housing

Local Bus, Subway or Train

Estimated commute time: 15 to 30 minutes

Estimated cost: \$2

Total: No Per Day: Yes

Description: There is a public bus that runs along the Route 6 in front of the resort.

ARRIVAL INFORMATION

Arrival Instructions:

When you arrive to Boston you can reach the resort two ways:

1. Catch the Plymouth & Brockton bus from Logan Airport to the Hyannis Transportation Center.

<https://www.p-b.com/bus-routes/hyannis-to-logan-bus/>

The buses run about every hour or so from the airport to the Cape. The bus runs right outside of baggage claim. The bus tickets must be purchased ahead of time through their website. A one way ticket to Hyannis is about \$40. The website also shows the bus schedule. The last bus for the evening departs at 11:30pm. Then you will get an Uber/Lyft/Taxi from Hyannis to the housing. An uber should cost about \$50.

2. Uber directly from Boston Logan Airport to the housing. An Uber from Logan should cost about \$150-\$200 depending on time of day.

Suggested Arrival Airport:

Boston Logan Int'l Airport, BOS, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$100 to \$150

If arriving after regular hours:**Suggested After-Hours Accommodation:**

Marriott Courtyard Boston Logan
225 William F. McClellan Highway
Boston, Massachusetts 02128
www.marriott.com
1 617-569-5250
More than \$200

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

You will receive an email detailing the instructions for how to log into our HRIS system to complete your online onboarding checklist.

All uniforms will be provided by your department after the HR orientation.

All team members need to wear their own non slip, solid colored, closed toe shoes for work.

If you are staying in our housing, you will be expected to pay rent in the accounting office for at least the first 2 weeks of your stay. Rent is not deducted from the paychecks.

Social Security Number:

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

Details about how to apply for Social Security Number:

The social security admin has an online application on their website: <https://secure.ssa.gov/ossnap/public/landingOSsnap> You can fill out the application and then make an appointment to visit the office in Hyannis in person with the correct documents to complete the process.

Nearest SSA Office: Hyannis, Massachusetts, Less than 25 miles

Other:**Wage Payment Schedule:**

Pay periods are 2 weeks. Payday is every other Friday. We offer the option to have your paycheck directly deposited in your bank or a paper check will be available for pick up in the HR office.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: No

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

All visible tattoos must be covered. Facial hair must be kept neat and trim. No visible piercings permitted with exception of 1 ear piercing per ear on female team members. Uniform is to be kept clean and neat. Name tag is to be worn at all times while working.

Second Job Availability: Yes, likely

Applicable Company Policies:

NO cell phone usage while working. There are designated smoking areas that are to be used while on a break period only.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Post Office, Bank, Restaurants, Public Library

In Town, Requires Transportation:

Food Market, Shopping Mall, Fitness Center

Unavailable:

Internet Cafe