



WORK & TRAVEL USA

## Otesaga Resort Hotel - F&B Server Assistant

### HOST INFORMATION

#### **Company Description:**

*A Historic Luxury Cooperstown Resort situated in a picturesque lakeside setting, The Otesaga Resort Hotel provides elegant accommodations amid the beauty and culture of Cooperstown. A winner of the AAA Four Diamond Award, our majestic Upstate New York hotel exudes the charm and gracious hospitality of a bygone era, while providing modern resort amenities. A member of the prestigious Historic Hotels of America by the National Trust for Historic Preservation, The Otesaga is the perfect employment opportunity in Cooperstown.*

*If you value excellence and are detailed oriented and wish to provide a high end experience, come join our team for the summer!*

*Benefits of working for us include: Free shift meal, Family & Friends Rate, Retail, Restaurant, Spa & Golf Discounts. Housing is either shuttle transportation or along bus route to and from housing, if not in walking distance to the resort. Housing is available at \$125.00 a week!*

**Host Website:** <http://www.otesaga.com>

**Site of Activity:** Otesaga Resort Hotel

**Parent Account Name:** Otesaga Resort Hotel

**Host Address:** 60 Lake Street Cooperstown , New York , 13326

**Nearest Major City:** Utica , New York , Less than 50 miles away

### PLACEMENT INFORMATION

#### **Job Description:**

##### *Essential Functions:*

*Server assistants, who are also called assistant servers, are associates who help servers in restaurants and events and are an integral part of our F&B staff. The job of a server assistant involves all duties in support of service staff and guest satisfaction.*

##### *Duties & Responsibilities*

- Clean off all plates and glassware from tables that have departed, taking all dishware to the dish area for cleaning
- Making sure all tables and chairs are cleaned, including the floor area around the tables and chairs
- Keeping the dining rooms interiors clean, safe and inviting for guests and employees
- Re-set tables, by closely following dining room, and meal period standards
- Delivering food and beverage orders to guest

##### *Assisting in seating guests*

- Setting up & breaking down dining rooms & buffets for banquet events
- Passing Hors 'oeuvres, serving food, clearing plates, for banquet events
- Keeping all work areas clean & organized, re-stocking service stands.
- General restaurant cleaning including sweeping, moping, and polishing stainless
- Making sure the beverage stations are full (coffee, tea, water, etc.)
- Emptying trash, bringing clean glassware to the bar area
- Folding napkins, polishing silver, and glassware

- Addresses complaints promptly in a courteous manner and notifies leadership of any issues
- Provides prompt and courteous service and is cordial to all team members and guests.
- Completes all other tasks and duties as assigned.

#### *Requirements*

- Experience providing excellent customer service in a fast-paced environments.
- A positive attitude and ability to work well under pressure with bussers, cooks, and other staff.
- Able to perform high-quality work while unsupervised.
- Must be able to lift and carry supplies and equipment up to 40lbs
- Must be able to bend, stoop, reach, wipe, lift, and grab
- Must be able to work inside and outside
- Must be able to stand and walk duration of an 8-hour shift
- Must be able to hear well in a loud environment to respond to employee and guest needs

#### **Typical Schedule:**

*Expected but not limited to: 6:30am - 11am; 11:30am - 7:00pm; 4:00pm - 1:00am*

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

*Weekly hours may change specifically due to increased business in summer months*

#### **Drug Test required:** No

## COMPENSATION

#### **Hourly Wage:** \$15.5

#### **Eligible for Tips:** Yes

*Guests are allowed to tip by cash or credit card. Staff is expected to participate in banquets; weddings or offsite catering. This is a service charge paid through payroll.*

#### **Estimated weekly wages including tips:** \$800

#### **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:** 60

#### **Potential fluctuation in hours per week:**

*Hours fluctuate due to business and group functions*

#### **Average number of hours per week reached by last year's seasonal employees:** 40

#### **Overtime Policy:**

*Yes, paid after 40 hours*

#### **Job-Specific Benefits:**

*Meal per shift (lunch or dinner) 25% discount in gift shops Free golf (if you are a player)*

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

*Lifting*

*Lifting requirement: 25lbs/11kgs*

*Description:*

*Lifting frequently, pushing, pulling heavy items, lifting and bending*

*Standing for entire shift*

*Handling cleaning chemicals*

*Working outdoors*

**Job Training required:** Yes

*Length of job training:*

*2 days*

*Hours per week during training period: 40*

*Different wage during training period: Yes*

*Training wage description:*

*\$ 11.80 an hour*

*Start on specific day of the week: No*

*Training requirements:*

*Staff is trained how to set tables; serve and retrieve dishes; table service set up; how to speak to the guest*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Uniforms will be laundered at the hotel. Tan pants with black belt, black sneakers and company logo polo shirt or wait staff uniform that is directed by the area of work*

*Cost of uniform: \$0*

*Uniform laundry: Provided at no cost*

**Dress Code:** Yes

*Description:*

*Clean Shaven; hair must be put up in a bun or above ear. Tattoos must be covered; earrings to one in ear only. No black makeup or finger nail polish. Showered; deodorant; hair and teeth brushed. Handbook policies.*

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

*Trips to Nearby/Major Attractions, Shopping Trips, Holiday Events, Potlucks or Dinners, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Company Parties, Sporting Events, Trips to Major City*

**Additional Details about Cultural Offerings:**

*The Baseball Hall of Fame Museum, The Farmer's Museum, The Fenimore Art Museum are all within walking distance of The Otesaga. The area provides many opportunities for cultural experiences and exploration. The Glimmerglass Opera that performs 4 different Operas in July and August.*

**Local Cultural Offering:**

*Local attractions for our area would be:*

*County and State Fairs*

*Herkimer Diamond Mines*

*Native American Museums*

*Howes Caverns*

*Cider Mills*

*Shopping in Oneonta, Utica, Syracuse, Albany*

*July 4th, Independence Day Celebrations*

## HOUSING AND TRANSPORTATION

**Housing Provided:** Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. May find own (can choose alternative).

**Employer-owned or employer-arranged housing description:**

*We have 4 properties that are within 15 minutes of The Otesaga Hotel. Housing is either on the bus route or within walking distance of the resort. All houses have TV, internet, linen, microwave, kitchen use, telephone and shared bathrooms. All linen will be provided. Individuals with housing assignments with shared bedrooms will have a same sex roommate assigned.*

**Lease Agreement:** Yes

**Onsite Amenities:**

*WiFi: Yes*

*Description:*

*Phone Service: Yes*

*Description:*

*Kitchen facilities: Yes*

*Description:*

*Laundry facilities: Yes*

*Description:*

**Occupancy Requirements for Provided Housing:**

*Minimum Occupancy Per Room: 1*

*Maximum Occupancy Per Room: 2*

*Suggested Occupancy Per Room: 1 - 2*

*Rooming Arrangement Description:*

*Rooms and housing are not co-ed. All rooms are shared.*

***Provided Housing Cost:***

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$125*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: Yes*

*Cost: \$250*

*Description:*

*Housing deposit will be deducted from students paychecks at \$25/week for 10 weeks.*

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*Students will be refunded the security deposit granted they keep and leave the housing unit in the same condition they found it. Students also need to stay until their last agreed upon work end date to receive their housing deposit back. This includes following the housing policy.*

*Details About Deposit Refund:*

*Refunds will be by check.*

***Transportation to Worksite:***

*Walking Commute Time*

*Estimated commute time: Under 15 minutes*

*Description: Brief walk to the Hotel*

*Biking*

*Estimated commute time: Under 15 minutes*

*Bicycles are provided free of charge: No*

*Bicycles are not provided: Yes*

*Bicycles are available to rent: No*

*Estimated cost: \$*

*Description: It is easier to bike to work from housing. Commute is less than 3.4 miles/6km.*

*Local Bus, Subway or Train*

*Estimated commute time: Under 15 minutes*

*Estimated cost: \$1.5*

*Total: No Per Day: Yes*

*Description: Housing is right on the bus route.*

**Arrival Instructions:***Suggested:*

The best and easiest method would be to fly into Albany International Airport. From there we could assist you with transportation to the resort. Albany International (ALB) is approx 1hr 20 minutes from the resort.

Another option: Fly into JFK International Airport in NYC. You would then need to get into Manhattan and take several busses that would get you directly into Cooperstown.

From the Airport, you will need to get to New York's Port Authority Bus Terminal one block from Times Square.

Step 1. Get on JFK Air Train from the arrival terminal to Jamaica, NY.

Step 2. At Jamaica take NYC Subway. Take the E-Train to Port Authority Bus Terminal

Step 3. At Port Authority Bus Terminal look for Adirondack-Pine Hill Trailways. You will need to buy a bus ticket to Cooperstown. You might have to change busses in Kingston NY. The bus will drop you off approximately 4 - 5 hours later in front of the NY Pizzeria Restaurant in Cooperstown. We will be there waiting for your arrival at the bus stop and take you to your room.

You can always eliminate Step 1 and Step 2 by taking a taxi to Port Authority Bus Terminal Port Authority Bus Terminal 625 8th Ave, New York, NY 10018. Phone: 212-502-2200. Approximate cost \$30 to \$80 per ticket.

**Suggested Arrival Airport:**

Albany, NY, ALB, Over 50 miles

Syracuse, SYR, Over 50 miles

JFK, JFK, Over 50 miles

**Estimated cost of transportation to worksite from suggested airports: \$75 to \$100**

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

Red Roof Inn Albany Airport

188 Wolf Road

Albany, New York 12205

<https://www.redroof.com/property/ny/albany/RR112>

518-459-1971

\$75 to \$100

## 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:

Within 10 days from your start date we will give you an application to fill out for the Social Security office. You should have your passport, visa and J1 letter with you and we will transport you to the social security office.

Nearest SSA Office: Oneonta, New York, Less than 25 miles

**Other:**

*Wage Payment Schedule:*

*Weekly paycheck or direct deposit*

*Meal Plan: Not available*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups: No*

*Grooming Requirements:*

*One ear piercing is allowed. No facial hair or visible tattoos. You must be showered with deodorant everyday. Hygiene is a must! Uniforms will be laundered on property. You will get a new uniform when you turn in the soiled one. Hair must be pulled back or in a bun on the head for women. Men must have hair trimmed above the ear. Employees must wear the required uniform and name badges.*

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

*Students will be asked to sign a housing policy agreement and must adhere to the policies outlined in the Employee Handbook. Company policies as well as local, state and federal laws must be followed.*

*Employees are not allowed to have cell phones in the public area that they are working in. Smoke breaks must be kept to a minimum. THERE IS NO SMOKING of any kind, ALCOHOL, or ILLEGAL DRUGS permitted on our properties or housing units.*

*Location of the housing for students are all within 15 minutes of the hotel and transportation by company shuttle to and from the worksite will be provided.*

## 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*

***Unavailable:***

*Shopping Mall*