



Mountain View Grand Resort and Spa - Food and Beverage Front of House

HOST INFORMATION

Company Description:

One of our core values is providing an exceptional experience to our guests and to our employees. Mountain View Grand employees personify commitment to quality and they are the best at what they do! Join our high performance team where innovation and spirit are evident, initiative and results are rewarded.

Students enjoy this remote area of New Hampshire because the air is clean, the views go on for miles and our resort is surrounded by 57 different peaks. We offer on-site and off site housing. We have a shuttle that goes into town where students enjoy grabbing pizza or going shopping.

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

Site of Activity: Mountain View Grand Resort and Spa

Parent Account Name: Mountain View Grand Resort and Spa

Host Address: 101 Mountain View Road Whitefield , New Hampshire , 03598

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

PLACEMENT INFORMATION

Job Description:

Meet and greet guests with a smile on your face and enthusiasm in your voice. Inform of specials, offer recommendations, take and return drink and meal orders in a timely, professional manner. Take extra care in ordering special dietary needs, allergies are a detail that can't be overlooked. Maximize sales by up-selling wine, liquor, and suggesting appetizers and desserts. Provide proactive beverage and bread refills. Maintain a clean environment, (pre-bus, keep path ways clear). Prepare bill, accept payment, quickly return change. Genuinely thank guests and invite back. Perform side work. Foster a positive environment by assisting coworkers when necessary and by exhibiting an enthusiastic attitude. Will also be scheduled as Busser (cleaning and clearing tables, running food to servers/guests, vacuuming restaurants, sweeping, dusting, maintaining the over all appearance of restaurants), Room Service (taking and placing room service orders, transporting orders to guests' rooms, tray sweeps, ensuring correct billing procedures are followed), Banquets (set up, service, and take down) and other positions as required, Host (meeting and greeting guests, escorting to tables).

Qualities and characteristics of Food and Beverage Front of House include being energetic, composed, accurate, and quick.

Minimum requirements include being able to speak/understand English, have basic math competencies, and be able to learn and master the point of sale system.

Skills and abilities include having the ability to project a positive image and energy, promptly provide services, converse positively with guests; prioritize and organize; focus on details.

Typical Schedule:

Flexible, determined by business demands.

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

Will be scheduled for other jobs as necessary, Porter, Food Runner, Room Service, Banquets, Host, etc.

Drug Test required: *No*

COMPENSATION

Hourly Wage: *\$3.27*

Eligible for Tips: *Yes*

Tips can be cash or direct to paycheck when guest check is paid by credit card. Will be paid according to position scheduled to work.

Estimated weekly wages including tips: *\$350*

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:

Scheduled by restaurant and banquet demands.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Waitstaff alternates between working as a server, banquet server, room service, host and a porter- each with a slightly different hourly wage.

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Physical elements: Reach 57 inches; endure various physical movements; remain on feet for extended periods; transport heavy trays.

Standing for entire shift

Working outdoors

Other qualifications or conditions

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 or walk for long periods of time. •Employees will be required lift, push, pull, or carry objects up to 40 lbs on a repeated basis including dish bins and serving trays for food/drink. •Must be able to work continuously in an indoor, humid or hot environment without air-conditioning. •Some employees will be required to work outdoors with exposure to a variety of weather conditions such as rain, cold temperatures, direct sunlight or high heat and humidity. •All employees may be moved between work areas as needed

Job Training required: Yes

Length of job training:

4-7 days and ongoing as necessary

Hours per week during training period: 32

Different wage during training period: Yes

Training wage description:

\$7.25 hour during server training

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

Please bring black slacks and black slip resistant shoes. Uniform shirts to be provided.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

All employees must wear a uniform. Uniforms Shirts are provided by employer. Team member provides black slacks and black slip resistant shoes. No visible body piercing/tattoos.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events

Additional Details about Cultural Offerings:

We work towards a monthly social that may include the following:

axe throwing

trail hikes

campfires and s'mores

tennis

pool tournaments

mountain biking

lawn games

Americana (hamburgers/hot dogs/French fries/ Coca cola)

Local Cultural Offering:

Littleton offers parades, Littleton Arts Tour, Movie Theater, many cultural cuisines

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:

Dormitory houses 32, 2 people per room. No smoking on premises. Students will share a kitchen with other students. Kitchen has a microwave and convection oven, 2 refrigerators, sink, and plates/glasses/utensils. The kitchen does not have a stove/cook top. No cooking is allowed outside of the kitchen. Washer and dryer provided in dormitory. Students follow housing regulations, remove trash on a daily basis and work together to keep dormitory clean throughout the whole season to ensure a refund of security deposit. We also have off site housing, a 7-10 minute walk a couple doors down from the resort. There are two off site housing units on the same property. The Carriage House has 5 bedrooms, 3 baths, kitchen, living room, laundry, and internet. The Red House has 7 bedrooms, 3 baths, kitchen, living room, laundry, and internet. There is no smoking in any housing unit or on any of the resort properties. The resort doesn't guarantee which housing unit participants will be placed in. We do our best to ensure requests to be placed with friends will be honored.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Onsite in dormitory and off site housing (walking distance)

Phone Service: Yes

Description:

Cellular phone access.

Kitchen facilities: Yes

Description:

Limited cooking facilities in the dormitory, full kitchens in offsite housing. No cooking outside of the kitchen.

Laundry facilities: Yes

Description:

Washer and dryer on site.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

The Mountain View Grand Resort and Spa works to maintain a male floor and a female floor. There are occasional times when due to need, a floor may be coed. Requests to live with a friend need to be made at the time of hire. All rooms assignments are completed ahead of time including welcome envelopes with keys. Please do not wait for arrival to request a roommate as it will likely be too late to accommodate the request.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$65

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$200

Description:

Housing deposits are to be paid prior to arrival. Access to the dormitory will not be granted without a security deposit. In your welcome email you will receive housing regulations, security deposit agreement, and a credit card authorization for your deposit.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Refund of deposit will be made providing participants follow the housing regulations, maintain safety, security, and cleanliness of the dormitory. Housing inspections are made weekly, depending on the cleanliness of the dormitory inspections may be twice weekly.

Details About Deposit Refund:

Following a departure room inspection, Refund will be made in final paycheck.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Dormitory is onsite, walk should be 5 minutes or less. offsite housing units are within 15 minutes walk.

ARRIVAL INFORMATION

Arrival Instructions:

Bus Service from Boston Logan Airport to Littleton, NH has resumed. Bus to Littleton is the participant's responsibility as is the Taxi from Littleton to the resort. Bus schedule and taxi contact information will be provided in welcome emails. We will also keep CIEE and participants apprised of changes in onward travel transportation in the COVID environment.

On arrival at the resort participants will wear their masks to check in with the Front Desk for a Welcome envelope, dormitory assignment and room key. Current practice is 10 day quarantine on arrival, practices may change as the pandemic evolves.

Suggested Arrival Airport:

Boston, BOS, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Eastgate Inn
335 Cottage St. , Directly across the street from the bus stop
Littleton , New Hampshire 03561
603-444-3971
\$75 to \$100

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:

Employer will arrange for group appointments, bus transportation to and from (approximately \$3.50 pp), and employer will meet them all at the Social Security office to ensure they have the appropriate paperwork and they are properly checked in. Social Security COVID guidelines, require appointments with limited number of participants during each appointment. Masks and self screening (instructions on door of SS office) are required. Detailed information provided after arrival at the resort.

Nearest SSA Office: Littleton , New Hampshire , Less than 25 miles

Other:

Wage Payment Schedule:

The Mountain View Grand Resort and Spa has a biweekly pay period. Students have a choice of paycheck or direct deposit.

Meal Plan: Mandatory

Estimated Cost Per Day: \$0

Meal Plan Description:

We provide lunch and dinner daily. Meals are included in weekly rent (\$65.00 weekly, payroll deducted).

Provide Certificates/Performance Evaluations: Yes

Hire in Groups:

Grooming Requirements:

The Mountain View Grand Resort and Spa requires conservative hair (color, cut), make up, and nails. No visible body piercing/tattoos.

Second Job Availability: No, unlikely

Applicable Company Policies:

Housing is for contracted residents only, no outside guests.

No smoking in the dormitory or on resort property (including e-cigarettes).

Cell phones should not be brought to work.

There are times when students may work in additional departments however, the hiring department schedule comes first.

COMMUNITY AMENITIES

Walking Distance from Housing:

Public Library

In Town, Requires Transportation:

Food Market, Post Office, Bank, Restaurants

Unavailable:

Shopping Mall, Fitness Center, Internet Cafe