



Brett Robinson Gulf Corp Phoenix All Suites - Service Desk Associate

HOST INFORMATION

Company Description:

Do you want to delight in Alabama's beautiful beach towns of Gulf Shores and Orange Beach? Students working for Brett Robinson will enjoy the beaches and sugar white sands of this area.

Brett Robinson serves vacationing guests who travel great distances to enjoy our award-winning beaches, a medley of fun entertainment, unique shopping and delicious dining. Our condominiums are located on the emerald green waters of the Gulf of Mexico in Orange Beach and Gulf Shores, Alabama.

Brett Robinson was established in the 1960's as a real estate company and it has progressed to become the premier vacation rental company on the Gulf Coast.

Students will walk or ride a bike to work. Our outstanding student apartments are fully furnished including all linens and a fully equipped kitchen.

Many activities are provided for students to include: Dolphin Cruises, professional baseball games, amusement parks, shopping trips to neighboring towns and Tanger Outlet stores, Karaoke, Swing Dancing and many more fun times!

A Job Shadowing Program is offered to students who apply to participate. In this program, students are paired with a professional in the student's field of study, and participants are invited to observe and work with the professional during a typical day's work. From attorneys to architects a match is found for each student participant.

We invite you to join participants from many countries and become a part of our big Brett Robinson family!

Host Website: <https://www.brett-robinson.com>

Site of Activity: Brett Robinson Gulf Corp Phoenix All Suites

Parent Account Name: Brett Robinson Gulf Corporation

Host Address: 201 East Beach Blvd. Gulf Shores , Alabama , 36542

Nearest Major City: Pensacola, FL , Florida , Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

The Service Desk Associate serves guests and owners of Brett Robinson ensuring that requests are addressed appropriately. Listens to and understands information and ideas presented through spoken word. •Adds, subtracts, multiplies or divides quickly and correctly.

*Speaks clearly so it is understandable to a listener.
Reads and understands English.
Able to cope with stressful customer interactions. '
Has the ability to recognizes when something is wrong or likely will go wrong.
Demonstrates knowledge of principles for providing customer service and quality standards.
Serves as a representative of the company, displaying courtesy, tact, consideration, and discretion in all interactions with other employees, owners, guests and other members of the community.
Provides customer care to others.
Maintains strict condominium key control.
Receives guests or owners at front desk by check in and check out procedures.
Provides information to owners and guest regarding area points of interest, policies and guest services via face to face, writing or over the phone.
Enters, records and maintains information regarding front desk activities.
Controls operations of cash drawer.
Observes and evaluates the outcomes of a problem situation to identify lessons learned or redirect efforts.
Enters reservations information and on-line booking.
Attends departmental meetings.
Performs all work with attention to detail, using standards of quality and professionalism. •Performs all work in a safe manner and reports safety hazards.
Performs other duties as assigned.*

Typical Schedule:

5 day work week- most weekends 8 hour work days

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

Job duties will typically remain consistent.

Drug Test required: *Yes*

COMPENSATION

Hourly Wage: *\$15.5*

Eligible for Tips: *No*

Estimated weekly wages including tips: *\$620*

Bonus: *No*

** All figures above are pre-tax*

Estimated average number of hours per week: *40*

Estimated minimum number of hours per week: *38*

Estimated maximum number of hours per week: *40*

Potential fluctuation in hours per week:

Our peak weeks during the season are the week of Memorial Day, Fourth of July, and Labor Day. The summer weeks from Memorial Day to the first week of August are extremely busy.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Consistent opportunities to converse in English and improve conversational English skills.

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Must be able to lift up to 40 pounds occasionally

Standing for entire shift

Other qualifications or conditions

Description:

Must be able to work assigned hours. General hours of operation are 7 a.m to 11 p.m seven days per week. Weekend work is should be anticipated. Hours of operation are location specific. Uses of abdominal, back and leg muscles to support the body continuously over 10 hours time without fatiguing

Job Training required: Yes

Length of job training:

2 weeks

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: Yes

Thursday

Training requirements:

Participants will be offered extensive on the job training and additional coaching, if required.

Need to wear uniform: Yes

Uniform Policy:

Front desk employees will need to provide 2 pair of black pants. Shirts and accessories will be provided, and the cost is included in the weekly service fee.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Neatness and cleanliness are a must. No facial piercings. Hair must be neat, conservative, and clean. Hair that is shoulder length or longer must be gathered in a neat ponytail. Uniforms must be washed daily. Students must maintain good hygiene and bathe daily.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Karaoke Nights or Talent Shows, Movie or Game Nights, Potlucks or Dinners, Shopping Trips, Sporting Events, Trips to Major City, Trips to Nearby/Major Attractions, Holiday Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Company Parties, Weekly Soccer Nights, Dolphin Cruises, Twilight Tour Fort Morgan, Swing Dancing

Additional Details about Cultural Offerings:

Visits to museums, sporting events, shopping, Dolphin Cruises, karaoke, firework displays & Swing Dancing.

Job Shadowing Program allows students to spend time with a professional in the student's field of study.

Weekly Errand runs to grocery stores, post office and shopping are provided.

Local Cultural Offering:

Volunteer activities such as organized beach clean up & working with younger children at local summer camps.

Group discounts to the OWA Amusement Park, with the largest roller coaster in the Southeastern United States!

Churches host barbecue dinners & other delicious meals for students.

HOUSING AND TRANSPORTATION

Housing Provided: Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. Required to stay.

Employer-owned or employer-arranged housing description:

Housing provided is a 2 or 3 bedroom (dormitory style) apartment which is fully furnished. Each property has 6 to 8 occupants who typically share bathroom facilities. Each house has a dining and living area and a full kitchen. All housing is air conditioned and all linens provided.

Students enjoy preparing their meals in a fully equipped kitchen which includes all cooking utensils and appliances. Televisions are provided for students enjoyment. Most housing is located within walking or biking distance to groceries stores and other shopping venues. All occupants have access to laundry equipment. The weekly Service fee includes wireless internet and all utilities. Housing is available on your agreed upon arrival date. If you arrive prior to your agreed upon arrival date, you must secure your own housing until that date. Students are required to move out of their housing within 2 days of their work end date noted on their job agreement. Absolutely no co-ed housing is provided or permitted.

Lease Agreement: No

Onsite Amenities:

WiFi: Yes

Description:

All apartments have WiFi access.

Phone Service: Yes

Description:

All apartments have a land line or cell phone.

Kitchen facilities: Yes

Description:

All apartments have fully equipped kitchens.

Laundry facilities: Yes

Description:

All apartments/complexes have a washer and dryer in the unit or laundry facilities on site.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 2 - 4

Rooming Arrangement Description:

Students are allowed to request one friend with whom they would like to live with or near. Typically bunk beds are provided in bedrooms for dormitory style housing. Brett Robinson does not provide co-ed housing.

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: \$200

Description:

Students will pay a \$200 cash security deposit on the day of their orientation.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Students will receive a Security Deposit refund if the house/apartment is returned in satisfactory condition & without damages. The student must be present for their scheduled Departure Appointment. Students must abide by housing guidelines and

complete work contract with Brett Robinson.

Details About Deposit Refund:

Security Deposit refunds will be deposited directly into the students bank account. This process will be completed within 8 weeks of departure.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: 15 to 30 minutes

Description: Students walk will be no longer than 2 miles from work site.

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: Yes

Bicycles are not provided: No

Bicycles are available to rent: No

Estimated cost: \$

Description: There is a \$40 maintenance fee for issued bicycles. This covers bike repairs and maintenance of bike during student's stay.

Employer-Provided Transportation

Estimated commute time: Under 15 minutes

Employer-Provided Transportation is free of charge

Description: Transportation to shopping trips, Errand Runs, activities, and transportation to and from the airport are included in the \$125 weekly service fee.

ARRIVAL INFORMATION

Arrival Instructions:

Students must arrive at the Pensacola, Florida Airport on the assigned arrival date. Arrival can be no more than 2 days prior to student's assigned start date. (Housing assignments will only be provided to those who arrive at the Pensacola Airport on their assigned date.)

Students must arrive between 7 a.m. - 9 p.m. Complimentary transportation will be provided to students who confirm arrival information 2 weeks prior to arrival. Itinerary details must be emailed to studentinfo@brett-robinson.com.

Students are required to vacate their Brett Robinson housing within 2 days of the students assigned end date which is noted on the job offer. Complimentary transportation will be provided if departure information is provided by student 14 days prior to the end work date.

Suggested Arrival Airport:

Pensacola, PNS, Less than 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Motel 6
7827 North Davis Highway
Pensacola , Florida 32514
\$50 to \$75

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:

During orientation, we assist students in completing the Social Security application. Students will be assigned a date and time that we will accompany them and provide transportation to the Social security Office.

Nearest SSA Office: Fairhope , Alabama , Less than 50 miles

Other:

Wage Payment Schedule:

Students are paid weekly by direct deposit.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Neatness and cleanliness are a must. No facial piercings. Hair must be neat, conservative and clean. Hair that is shoulder length or longer must be gathered in a neat ponytail. Uniforms must be washed daily. Students must maintain good hygiene and bathe daily.

Second Job Availability: Yes, likely

Applicable Company Policies:

Smoking is not allowed in student housing and is only allowed in designated areas at work and in local businesses or restaurants. Students are allowed to obtain second jobs as long as it does not interfere with their job with Brett Robinson. Opportunities to converse in English are readily available on the job site as students work with guests, coworkers, and owners.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Restaurants, Internet Cafe, Local Public Beaches

Walking Distance from Housing:

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

In Town, Requires Transportation:

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