

## Comfort Inn Gold Coast - Houseman

### HOST INFORMATION

#### **Company Description:**

#### **Welcome to Ocean City, Maryland!**

Enjoy 10 miles of beach, a 3-mile famous boardwalk & 200+ restaurants. Enjoy swimming and sunning along the Atlantic, not to mention surfing, fishing and even kayaking and canoeing. And during the summer, you'll find free activities every day of the week, including concerts, movie nights and Beach Olympics.

**The Comfort Inn Gold Coast** is located in a resort beach town. The summer weather here varies from 80 to 95 degrees. We are located on the bay side of the city. Our hotel is a block away from the ocean and there is a small Mall that is nearby that has a number of stores and restaurants.

Working at the Comfort Inn Gold Coast you will interact with guests and employees from around the world!

#### **Staff Perks:**

- As an employee you will have the perk of discounted Hotel rooms at places you may want to visit.
- We also have an end of year pizza party for all of the employees!

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

**Site of Activity:** Comfort Inn Gold Coast

**Parent Account Name:** Comfort Inn Gold Coast

**Host Address:** 11201 Coastal Highway Ocean City , Maryland , 21842

**Nearest Major City:** Washington , District Of Columbia , Over 50 miles away

### PLACEMENT INFORMATION

#### **Job Description:**

Clean and maintain public hotel areas according to established brand/ hotel guest service and sustainability standards.

#### **Essential Job Functions**

- Greet and acknowledge guests in a courteous and friendly manner.
- Inspect assigned areas and perform cleaning tasks accordingly.
- Collect trash from the service landings and dispose of in outside trash dumpsters.
- Vacuum and dust guest corridors.
- Pick up bed and other linen from hotel floors and transport to laundry collection site.
- Deliver clean linen to assigned sections.
- Report maintenance issues.
- Maintain cleanliness and organization of guest areas.
- Respond to guest inquiries and assistance.

- Work as a room attendant when staffing shortages occur or during peak periods.
- Be aware of guest satisfaction scores and work toward increasing departmental and overall guest satisfaction.
- Practice safe work habits, wear protective safety equipment and follow MSDS and OSHA standards.
- Ensure overall guest satisfaction.
- Perform other duties as requested by management.

Employees serve as a representative of our company and must display courtesy, respect, tact, and discretion in all interactions with other employees, owners, managers, guests, and members of the local community.

**Stamina:** Everyone in the housekeeping works long hours on their feet. Stamina is needed.

**Teamwork:** We are part of a team, and in a stressful, fast-paced environment, being a team player and level-headed will help immensely.

#### **Typical Schedule:**

*Schedule is posted for week on Thursdays. Housemen shift starts at 9:00am and ends when job is complete. Time of completion is estimated between 3:30 and 4:00 pm.*

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$15

**Eligible for Tips:** Yes

*Tips are solely dependent on the guest and earned by the level of service they receive.*

**Estimated weekly wages including tips:** \$540

**Bonus:** No

*\* All figures above are pre-tax*

**Estimated average number of hours per week:** 36

**Estimated minimum number of hours per week:** 32

**Estimated maximum number of hours per week:** 40

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

*Hours will be lowest in May, June and the end of September and the most in July, August and the beginning of September.*

**Average number of hours per week reached by last year's seasonal employees:** 36

#### **Overtime Policy:**

Yes, paid after 40 hours

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

*As an employee you will have the perk of discounted Hotel rooms at places you may want to visit.*

## JOB REQUIREMENTS

**English Level required:**



**Intermediate**

**Required to be 21+:** No

**Previous Experience required:** No

## **Qualifications & Conditions**

### **Lifting**

*Lifting requirement: 50lbs/22kgs*

#### *Description:*

*\* Ability to lift boxes and carry up to 40lbs \* Ability to reach over head, stand on stool, and pick up heavy items*

*Standing for entire shift*

*Handling cleaning chemicals*

*Other qualifications or conditions*

#### *Description:*

*\* must have the ability to work weekends and holidays \* ability to learn quickly and work in a fast paced position with guest interaction \* must be able to multi-task \* a true desire to satisfy the needs of others in a fast paced environment \* ability to walk and stand for extended periods of time \* ability to reach overhead, stand on stool, and pick up heavy items \* work continuously in an indoor environment \* work in small spaces such as toilets and shower areas*

**Job Training required:** Yes

*Length of job training:*

*One week*

*Hours per week during training period: 32*

*Different wage during training period: No*

*Start on specific day of the week: No*

*Training requirements:*

**Need to wear uniform:** Yes

*Uniform Policy:*

*The Comfort Inn Gold Coast will provide the uniforms at no cost for all employees . Unisex shirt and pants. (Scrubs) are the uniform for Housekeeping. Also we provide name tags.*

*Cost of uniform: \$0*

*Uniform laundry: Participant responsibility*

**Dress Code:** Yes

#### *Description:*

*Uniforms kept neat and clean, with your name tag on. All employees must have closed toe shoes, (example: sneakers, tennis shoes)*

## CULTURAL OPPORTUNITIES

### **Types of Cultural Opportunities:**

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

### **Additional Details about Cultural Offerings:**

*We will be hosting the end-of-year pizza party for all of the employees!*

### **Local Cultural Offering:**

Chamber of Commerce is heavily involved organizing activities, please visit <http://oceancity.org>.

E-Point has numerous trips, housing and shuttles from the airports, please visit <http://www.ocstudentcenter.com>.

Numerous church groups offer free meals for international students.

## HOUSING AND TRANSPORTATION

**Housing Provided:** No

**Community Housing Options:**

Available: Yes

Description:

*PLEASE SECURE HOUSING AS SOON AS YOU ARE HIRED. Housing must be secured PRIOR to coming to the United States. Housing will cost from \$200/week to \$300/week. Housing is very limited and the longer you wait to find housing the less opportunities you will have. PLEASE REACH OUT TO YOUR EMPLOYER FOR ASSISTANCE. If you are traveling alone or with only a few in your group, please reach out to your employer and/or agent to help group students together for the same location and help locate housing and defray the cost. Please feel free to contact your employer to ask questions especially before you send money to anyone.*

*Housing Lead: E-Point Student Center <https://ocstudentcenter.com/housing-list/seasonal-housing-in-ocean-city-md/>*

Minimum Average Cost Per Week: \$200

Maximum Average Cost Per Week: \$300

**Transportation for Community Housing Description:**

Bus, bike or walk.

**Standard Bus Fare:** \$3 Ride-All-Day. Exact cash fare required. Runs approx. every 30 minutes.

For bus schedule, check <https://www.ococean.com/plan-your-visit/transportation/getting-around/> for dates and times.

## ARRIVAL INFORMATION

**Arrival Instructions:**

Please fly into John F Kennedy International Airport (JFK). **Please contact your employer once you have secured your arrival details and email the specifics to [ljenkins@comfortgoldcoast.com](mailto:ljenkins@comfortgoldcoast.com).**

You can utilize a local shuttle service such as E-Point at [ocstudentcenter.com](http://ocstudentcenter.com) to Ocean City, MD and **please plan to arrive at your previously secured housing and please not to the hotel.** Communication is key.

**Suggested Arrival Airport:**

*John F Kennedy International Airport, JFK, Over 50 miles*

**Estimated cost of transportation to worksite from suggested airports:** \$50 to \$75

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

Hotel Ninety Five - JFK Airport  
145-07 95th Avenue  
Jamaica , New York 11435  
<https://hotelninetyfive.com/>  
718-291-4000  
\$100 to \$150

## 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:*

*We will give you directions to the Salisbury Social Security Administration location and direct you toward websites and organizations that offer shuttles there for discounted pricing such as E Point [www.ocstudentcenter.com](http://www.ocstudentcenter.com). Upon receipt of your Social Security Number, you are to supply this to your employer immediately.*

*Nearest SSA Office:* Salisbury , Maryland , Less than 50 miles

**Other:**

*Wage Payment Schedule:*

*You will be paid bi-weekly on Fridays. We offer direct deposit to a bank account or to a paycard. Please note that the first check can take up to 3 weeks in order to get you situated in payroll. Please plan accordingly.*

*Meal Plan:* Not available

*Provide Certificates/Performance Evaluations:* Yes

*Hire in Groups:* Yes

*Maximum Group Size:*

*Grooming Requirements:*

*Hair should be clean, combed, & neatly trimmed/arranged. Unkept hair is not allowed. Hair should be of a natural color. Sideburns, mustaches, &beards must be neatly trimmed &may not be grown at work. Uniforms must be clean & odor free at all times. Nose/face/tongue studs are not allowed.*

*Second Job Availability:* Yes, likely

*Applicable Company Policies:*

*Our hotel is a non smoking property. There are designated smoking areas outside the building. Cell phone usage is permitted before shift starts, during break or lunch and after shift ends. Requests for days off should be submitted the week prior and the schedule is posted every Thursday.*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*Food Market, Shopping Mall, 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*