



WORK & TRAVEL USA

Edgewater Missoula Tapestry Collection by Hilton - Host

HOST INFORMATION

Company Description:

We offer a free lunch to all employees daily and during your employment, highly discounted rooms at other Hilton Hotels. Previous students have adventured to both Glacier and Yellowstone National Parks during their stay with us as well as enjoyed our local culture!

Missoula is located along the Clark Fork River near its confluences with the Bitterroot and Blackfoot Rivers in Western Montana and at the convergence of five mountain ranges. With a population of over 120,000 it has many great outdoor activities and is a fun city to spend your summer in!

The Edgewater Missoula Tapestry Collection by Hilton has 171 rooms and is conveniently located on the banks of the Clark Fork River, three blocks from the University of Montana campus and eight miles from Missoula International Airport. Downtown Missoula's business district, restaurants and main attractions are within walking distance. Our Missoula hotel in the heart of the Northern Rockies is minutes from beautiful countryside, mountains and world-class fly fishing. This hotel in Missoula offers comfortable, spacious guest rooms, many located on the edge of the river with stunning views of Mount Sentinel.

Host Website: <https://www.hilton.com/en/hotels/rlmaeup-edgewater-missoula/>

Site of Activity: Edgewater Missoula Tapestry Collection by Hilton

Parent Account Name: Edgewater Missoula Tapestry Collection by Hilton

Host Address: 100 Madison Missoula , Montana , 59802

Nearest Major City: Spokane , Washington , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Greets and escorts guests to tables in the restaurant, monitoring the restaurant and all staff, maintaining a courteous and efficient operation of the dining room to ensure guest satisfaction.

MAIN DUTIES AND RESPONSIBILITIES

- Meet and greet guests as they arrive, offer choice of seating, then escort them to their table and present menu.
- Read, maintain, and make daily entries into the logbook to coordinate communication between shifts and management.
- Maintain proper set-up of dining room and enforce uniform and grooming standards of all service personnel on a daily basis.
- Assign stations to service staff.
- Conduct daily "roll call meetings" to keep staff informed of current promotions, daily specials, guest comments, daily events, and pertinent memos.
- Receive, record, and make any necessary arrangements for reservations and special functions in the restaurant.
- Perform opening and closing duties. Assist others with side work including cleaning, stocking, and folding napkins.

SPECIFIC JOB KNOWLEDGE, SKILLS, AND ABILITY

The individual must possess the following knowledge, skills, and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation.

- Knowledge of restaurant operations, to include appropriate staffing levels, service equipment and guest relations.
- Ability to read, write, and speak the English language fluently to fully comprehend guest requests, memos, reservations, promotional materials, event orders, and similar written materials.
- Ability to speak the English language sufficiently to conduct small employee meetings to impart new information.
- Ability to remember, recite, and promote the selection of menu items.
- Ability to move throughout a crowded room to seat guests.
- Ability to effectively deal with guest complaints and concerns in a friendly and positive manner. This involves listening to the nature of the concern, demonstrating empathy with the guest, and providing positive and proactive solutions.

Typical Schedule:

Restaurant is open from 7:00 am to 10:00 pm - weekdays and 7:00 am to 10:00 pm - weekends. Hosts can be scheduled inside those hours (generally 6 hours shifts).

Drug Test required: No

COMPENSATION

Hourly Wage: \$13.25

Eligible for Tips: Yes

State law requires that tip outs are fully at the discretion of the person who received the tip.

Estimated weekly wages including tips: \$600

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 30

Estimated minimum number of hours per week: 24

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Based on business volume which can fluctuate in the hotel. Extra hours can be obtained by covering other people's shifts for them.

Average number of hours per week reached by last year's seasonal employees: 24

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Free cook to order lunch daily Room discounts at other Hilton hotels. Restaurant discount. Wellness plan

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:

2 days

Hours per week during training period: 30

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Training on the systems and procedures followed by shadowing shifts.

Need to wear uniform: Yes

Uniform Policy:

Uniforms should be kept clean and neat at all times and you are expected to wear and handle your uniform with care, so it remains in good repair during the workday. If special attention or repairs are needed, please see your department head. You are not permitted to wear your uniform outside of the Hotel unless authorized to do so. All uniforms provided by the hotel remain the Hotel's property and must be returned upon termination of employment.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

It is important that you project a business-like image in both behavior and dress, whether you are in direct contact with our guests, in a supporting area or in a non-guest location. In general, you must be neat, clean, and well-groomed in your appearance and follow your department's grooming standards.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Movie or Game Nights, Sporting Events

Additional Details about Cultural Offerings:

Missoula is a place where wilderness and adventure are only minutes from great restaurants, local shops and a killer music scene. Take a day trip from Missoula to explore what the rest of Montana's big blue sky has to offer. All of it offering treasures to be discovered around every corner.

Local Cultural Offering:

Nestled in the Northern Rockies of Montana, surrounded by seven wilderness areas and at the confluence of three rivers, Missoula is an outdoor enthusiast's dream. Missoula is also a destination for shopping and dining. It is a place of mountains, rivers, families, students, art and trails.

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:

Employer-provided housing is available on the property for up to 8 students. Additional housing will be secured for the remaining 4 students, and the housing costs will remain the same for both housing options. The on property housing includes 4 bedrooms, 2 bathrooms, and accommodations for 2 students per bedroom, as well as a full kitchen and an onsite washer and dryer. The cost for both housing options is \$125 per week, deducted from payroll on a biweekly basis. A \$300 security deposit is also required and is fully refundable based on the condition of the housing upon move-out.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Free WiFi will be available on the worksite and in the student housing.

Phone Service: Yes

Description:

Reliable cellular service will be at this location.

Kitchen facilities: Yes

Description:

Students will have access to a kitchen and basic kitchen supplies will be provided.

Laundry facilities: Yes

Description:

Washing machine and dryer are located in student housing.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 1 - 3

Rooming Arrangement Description:

Friends can room together. The company will help resolve any issues with roommates if possible.

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: \$300

Description:

Can be taken from first paycheck or paid in cash before first paycheck date.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

Housing must be in the condition it was when students moved in to get deposit refunded. Any repairs or cleaning costs will be deducted from the deposit.

Details About Deposit Refund:

Deposits will be refunded on final paycheck or in cash.

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: The student housing is next door to the hotel.

ARRIVAL INFORMATION

Arrival Instructions:

Students will be picked up at the airport by the hotel van. Students must reach out to the hotels Housekeeping manger ahead of time to schedule a pick up. The airport is within a few miles of the hotel.

City buses are free and can be used for transportation around town. The hotel will provide transportation for work related errands.

Suggested Arrival Airport:

Missoula International Airport, MSO, Less than 10 miles

Estimated cost of transportation to worksite from suggested airports: \$0 to \$25

If arriving after regular hours:

Suggested After-Hours Accommodation:

Edgewater Missoula
100 Madison St
Missoula , Montana 59802
406-728-3100
\$0 to \$25

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:

Participants will be provided transportation to the Social Security Office to apply for their number.

Nearest SSA Office: Missoula , Montana , Less than 10 miles

Other:

Wage Payment Schedule:

Paydays are every other Friday. Direct deposit, hard check and pay card options are available.

Meal Plan: Optional

Estimated Cost Per Day: \$0

Meal Plan Description:

A free lunch is provided for all staff members daily. They can choose to eat it or bring their own food.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

It is important that you project a business-like image in both behavior and dress. Tattoos may be visible provided they are not visible on the face or neck, and they do not depict anything that is inappropriate. Only professional ear piercings and small nose-studs are permitted. Must bathe, use deodorant, and brush teeth and hair daily.

Second Job Availability: Yes, likely

Applicable Company Policies:

We depend on the good judgement and consciousness of our team to observe and follow our policies and procedures. The Company permits you to carry your mobile device while you are engaged in the performance of work, even in guest areas. You are required to keep your phone in a discreet location (fully covered in a uniform pocket, jacket pocket, etc.) in silent mode while you are actually working and it can not be a distraction from your job. Smoking is only permitted in designated areas and not allowed in the hotel or housing units. There are many other conduct and grooming policies in place. Privacy, attendance and drug policies will be explained as well after hire.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Bank, Restaurants, Public Library

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants, Internet Cafe, Public Library

In Town, Requires Transportation:

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