

## Harrison Group 32 Palm Restaurant - AM Hostess/Host

### 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.

Located off the lobby of the Hilton Ocean City Oceanfront Suites, the **32 Palm** presents a distinct new look both in the restaurant and the lounge, introducing a new menu that features authentic flavors created from the freshest ingredients available. Serving breakfast, lunch and dinner, and offering a variety of wines and hand-crafted cocktails, 32 Palm also presents a separate bar & lounge as well.

#### **We offer employee discounts!**

**Host Website:** <https://32palm.com/>

**Site of Activity:** Harrison Group 32 Palm Restaurant

**Parent Account Name:** Harrison Group Hotels

**Host Address:** 3200 North Baltimore Avenue Ocean City, Maryland, 21842

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

### PLACEMENT INFORMATION

#### **Job Description:**

Greet the dining room guests and seat them in an expedient fashion while maintaining a proper seating flow in the seating sections.

- Greet the guests as they approach the podium and make them feel welcome to the dining room.
- Seat the guest(s) as quickly as possible or if table is not immediately available accurately informing the guest(s) of how long the wait period will be.
- Enter guest name and number in party on the wait list and give guest an accurate time of the wait period.
- For those dining rooms that utilize a reservations system, check guests in and informs them as to the length of time before they will be seated.
- Keep the seating chart current and seat guests in a proper flow in the sections so as to not over seat any sections.
- Keep menus clean and presentable and discard any menus that are too worn or tattered
- Report any guest complaints and/or issues immediately to the Service Manager or Unit Manager. Respond to such in a professional, sincere manner.
- Complete opening and closing side duties according to dining room standards.
- Maintain seating log to ensure accurate cover count for the seating period.
- Assist Bussers as needed to clear and set tables.

Answering phones and some serving could happen in the afternoon.

#### **Typical Schedule:**

7am-3pm

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$15

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$525

**Bonus:** No

\* All figures above are pre-tax

**Estimated average number of hours per week:** 35

**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:** 35

**Overtime Policy:**

Yes, paid after 40 hours

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 50lbs/22kgs

**Description:**

You need to be able to lift/pull/carry up to 40 pounds and push up to 100 pounds. You need to be able to bend and lift up to 40 pounds (trays)

Standing for entire shift

Handling cleaning chemicals

Other qualifications or conditions

**Description:**

Ability to professionally interact with a broad cross-section of guests. Good verbal communication skills with ability to interact with guests and staff. Physical ability to stand for long periods of time. Ability to keep a professional demeanor towards the guests and staff under very busy business levels. Ability to read and speak English well enough to understand guest questions, communicate with guests, and read instructions. Excellent communication and hospitality skills (English IS required)! The noise level in the work environment is usually moderate. You need to be able to continually move at a fast pace. You need to be able

to stand for the entire shift that you're working

**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:

*It is your responsibility to keep your uniform clean. Slip Resistant Shoes required.*

Cost of uniform: \$0

Uniform laundry: Participant responsibility

**Dress Code:** Yes

Description:

*Black Pants & non slip shoes.*

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

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

**Additional Details about Cultural Offerings:**

*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 \$150/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. PLEASE CONTACT E-POINT at [www.ocstudentcenter.com](http://www.ocstudentcenter.com) for housing options. Please be prepared to pay this in advance. Housing Lead: RESORT HOUSING MANAGEMENT ASHOT MNATSAKANYAN 712 Bradley Rd Unit A Ocean City MD 21842 Phone 410-600-5528 Email:*

*resorthousingoc@gmail.com Facebook: <https://www.facebook.com/StudentHousingManagement/>*

*Minimum Average Cost Per Week: \$150*

*Maximum Average Cost Per Week: \$300*

**Transportation for Community Housing Description:**

*Bus, bike or walk.*

*Check <https://www.ococean.com/plan-your-visit/transportation/getting-around/> for public transportation information.*

## ARRIVAL INFORMATION

**Arrival Instructions:**

**Baltimore/Washington International and Philadelphia International Airport** airports are the most common airports that most of the students use. You can look up flights to JFK (NYC) and Washington Dulles as well.

**Transportation to Ocean City from airport: Students are responsible for their own transportation from the airport to Ocean City.**

**Greyhound Bus: You will need to purchase a ticket in advance and check bus schedules prior to departure.** For details go to <http://www.greyhound.com>

**Arrival:** Students are required to provide arrival date and time in Ocean City at the housing facility **two weeks prior to arrival date.** This information is to be sent to **Reagan O'Meara at [romeara@harrisongp.com](mailto:romeara@harrisongp.com)**

There are student agencies who do airport transportations for a reasonable amount:

**E-Point:** <https://ocstudentcenter.com/>

**All Friends Student Center:**

+1 443-664-2803

<https://www.allfriends.co/transfers>

We are also here to help you if you would have any difficulties to contact with them, but you must make airport transportation arrangements **BEFORE** arriving in the US.

**Suggested Arrival Airport:**

*Baltimore/Washington International, BWI, Over 50 miles*

*Philadelphia International Airport, PHL, Over 50 miles*

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

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

*Embassy Suites by Hilton Philadelphia Airport*

*9000 Bartram Ave*

*Philadelphia, Pennsylvania 19153*

*[https://www.hilton.com/en/hotels/phlapes-embassy-suites-philadelphia-airport/?SEO\\_id=GMB-ES-PHLAPES&y\\_source=1\\_MTExMDAzMS03MTUtbg9jYXRpb24uZ29vZ2xlX3dIYnNpdGVfb3ZlcnjpZGU%3D](https://www.hilton.com/en/hotels/phlapes-embassy-suites-philadelphia-airport/?SEO_id=GMB-ES-PHLAPES&y_source=1_MTExMDAzMS03MTUtbg9jYXRpb24uZ29vZ2xlX3dIYnNpdGVfb3ZlcnjpZGU%3D)*

*(215) 365-4500*

*\$75 to \$100*

*Holiday Inn Baltimore Bwi Airport*

*815 Elkridge Landing Rd*

*Linthicum Heights, Maryland 21090*

[https://www.ihg.com/holidayinn/hotels/us/en/linthicum-heights/bwiap/hoteldetail?cm\\_mmc=GoogleMaps\\_-HI\\_-US\\_-BWIAP](https://www.ihg.com/holidayinn/hotels/us/en/linthicum-heights/bwiap/hoteldetail?cm_mmc=GoogleMaps_-HI_-US_-BWIAP)  
(410) 691-1000  
\$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:

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 25 miles

**Other:**

Wage Payment Schedule:

You will be paid every week. Please note that the first check can take up to 3 weeks in order to get student situated in payroll. Please plan accordingly.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: No

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. Male associates who come or may come in contact with the public may not wear earrings. Fingernails should be clean and trimmed. Nail polish must either be clear or of neutral shades.

Second Job Availability: Yes, likely

Applicable Company Policies:

Participants will receive a full handbook upon hiring

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

**In Town, Requires Transportation:**

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

