

## Atlantic Sands Hotel

Front Desk Agent  
Rehoboth Beach, DE



### Company Biography

Welcome to Rehoboth's finest hotel, The Atlantic Sands Hotel and Conference Center! Located just feet from the white sands of one of the cleanest beaches in America, the Atlantic Sands Hotel is the perfect place for enjoying not only the beach, but the boutiques and nightlife of the treasured resort town of Rehoboth Beach. Rehoboth Beach, Delaware where the hub of fun is jam-packed with fun activities: golfing, biking, fishing, arcades and more. Stay out late with Delaware's tax-free shopping and enjoy the nightlife with delicious restaurants and live entertainment lining the shore. The famous mile-long boardwalk is a spectacle to see right before you dig your toes in the sand and enjoy a beautiful view of the Atlantic Ocean. Our one square mile community is located in the mid-Atlantic and is the largest beach resort in the State of Delaware. Known as the "Nation's Summer Capital", our town was historically branded as the get-a-way of choice for beach goers from Washington, D.C. Our beach town hosts visitors from all over the country, and the world. Many of our award winning town events have expanded later into the year

### Work and Pay Details

Position title: Front Desk Agent

Hourly wage: \$10.50

Tips? No

Description of position:

A front desk clerk welcomes and registers hotel guests, explaining the accommodations and establishing credit or method of payment. Checks guest out of the hotel, preparing and explaining the bill. Responds to a wide variety of guest requests by accurately assessing the guest needs to achieve maximum customer satisfaction. Duties may include:

- \* Checks in guest in an efficient and friendly manner, using guest name whenever possible. Assures that guest is assigned type of room requested and the correct rate is charged. Arranges for luggage to be delivered to guest rooms. Issues correct keys to the guest.
- \* Checks out guest at the end of the stay. Determines the guests level of satisfaction, collect keys, posts late charges and presents bills to guests. Settles bill accurately through credit card or cash transaction
- \* Maintains a balanced bank assigned by the hotel. Makes change, cashes checks, exchanges foreign currency. Reconciles all transactions at the close of each shift.
- \* Handles all guest interactions with the highest level of hospitality and professionalism, accommodating special request whenever possible, resolves customer complaints, assists customers in all inquiries in connection with hotel services, hours of operation, key hotel personnel, in-house events, directions, etc. responds to all guests in an accurate and timely manner. Interaction with guest will be in person and by phone.
- \* Utilizes a variety of computer systems to check guests in and out, run daily reports and select the block rooms for arriving guests.
- \* Works well and professionally with co-workers and supervisors
- \* Accepts reservations, changes and cancellations

Specific qualifications required:

- \*Excellent verbal and written communication skills
- \*Dedicated and careful, high level of accuracy and attention to detail
- \*Must be able to multi-task and deal with customer requests with a pleasant attitude
- \* Must look professional at all times
- \* Must have a good understanding of US currency
- \* Fluent in English
- \*HOUSING MUST BE OBTAINED AS SOON AS YOU ARE HIRED TO THE POSITION - PLEASE DO NOT WAIT UNTIL YOU COME TO THE UNITED STATES

Estimated weekly wage (incl. tips):

\$336.00

Bonus:

None

Conditions of bonus:

Average hours for last year's students?

40 Hours

Maximum weekly hours allowed:

50 Hours

Minimum average number of hours?

32 Hours

Possibility of getting more than average hours:

Good

Students get the most hours in:

July, August and beginning of September

Students get the least hours in:

May, June and end of September

How often are students paid?

Every Two Weeks

Do you pay overtime?

Yes

If yes, after how many hours per week do you pay overtime?

41 Hours

Does your company only operate weekends before or after specific dates?

No

If yes, what are the dates?

Position location:

101 North Boardwalk Rehoboth Beach DE 19971

Other Job Details	
Minimum english level:	(6) Advanced
Description of working conditions:	All workers will perform physical activities that require moving one's whole body, such as lifting, balancing, climbing, and stooping and 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 to lift, push, pull, or carry objects up to 40lbs on a repeated basis including dish bins and serving trays for food/drink. All employees may be moved between work areas as needed. Smoking allowed in designated areas and while on break ONLY.
Will job duties be different at the beginning of the season?	No
If yes, provide details of specific job duties:	

Uniform and Grooming Requirements			
Are students required to wear a uniform?	Yes	If yes, what is the cost of the uniform?	Not specified
Are uniform laundry services available?	No	If yes, what is the cost of the laundry service?	\$0.00
Do students need to purchase specific clothing or footwear?	Yes		
Details of purchasing required clothing or footwear:	Students are to bring black pants or walking shorts and black non-slip shoes. For housekeeper and pool positions ONLY can wear plain color sneakers. Employer will provide shirts to restaurant servers, hostess and front desk, pool operator, housekeepers employees all at no charge to the employee.		
Do you have company grooming requirements?	Yes		
Details of company grooming requirements?	No facial hair, visible tattoo's, piercings are only allowed on the ear lobes of females only. No other piercings. No extreme hair cut or color. NO SMOKING on the property at any time.		

Other Company Details			
Company hires couples?	Yes	Company hires groups of up to 4?	Yes
Drug test required?	No	Do students complete an additional application upon arrival?	No
Does your company issue completion certificates?	No	If requested, will you evaluate the student's performance?	Yes
Any additional company details?			

Training Information			
Is job training required?	Yes	Length of training:	minimum of one week
Are students paid during training?	Yes	Hourly pay rate during training:	\$10.50
How many hours per week are students likely to receive during training period?	40		
Any other details?			
Employer will hire groups of 4 or more and couples but they will not work in the same department or will they have the same shifts or days off. Atlantic Sands should always be your first priority, as it is your primary position. Second jobs need to work around your current schedule with Atlantic Sands. Must be willing to work with many different cultures and races.			

Worksite Location			
Worksite location:	101 North Boardwalk Rehoboth Beach DE 19971		
Nearest major city:	Philadelphia/Baltimore	Worksite setting:	Resort/Ocean/Lake
Nearest major airport:	PHL/BWI	Distance to nearest major airport:	110/140
Additional worksite setting details:	Rehoboth Beach is a beautiful small town on the East Coast featuring enjoyable year round weather, great restaurants, & tax free shopping - all just a few hours to Washington, D.C., Baltimore, New York City & Philadelphia. <a href="http://www.cityofrehoboth.com">http://www.cityofrehoboth.com</a>		

Standard Arrival Information			
Are students required to arrive or depart on specific dates?	No		
Details of required arrival or departure dates:			
Mode of transportation:	Other	Students must arrive between these hours:	9am and 5pm
Cost:	Not Specified		
Other details:			

## Standard Arrival Information

Fly into Dulles or Philadelphia. Students should take the Greyhound ([www.greyhound.com](http://www.greyhound.com)) to Rehoboth Beach, De. The cost of the bus will be approximately \$85. Upon arrival into Rehoboth Beach students should go to hotel previously reserved ([www.expedia.com](http://www.expedia.com) or [www.hotels.com](http://www.hotels.com)) Students should contact employer with arrival information at least 10 days prior to traveling.

## After Hours Arrival Information

General information:	If you arrive after 5pm or before 9am please stay at a local hotel and then proceed to PREVIOUSLY SECURED HOUSING. You can reserve a shuttle with E Point at <a href="http://ocstudentcenter.com">ocstudentcenter.com</a> , if you choose to.		
Name of accommodation:	Anchorage Motel 302-645-8320	Accommodation address:	18809 Coastal Highway, Rehoboth Beach, De
Cost per night:	\$80.00		
Best way to travel from airport to overnight accommodation:	Hotel shuttle		

## Social Security

Are students required to apply for a social security card prior to arriving at worksite?	No
Will the company assist students with their social security application?	Yes
Assistance detail:	Please take the Jolly Trolley to the Social Security office: 12001 Old Vine Blvd, Suite 101 Lewes, Del 19958 866-864-1803 Open: Monday, Tuesday, Thursday and Friday 9am-4pm Wednesday 9am-12pm Jolly Trolley 302-227-1197
Where is the nearest social security office?	Lewes, DE
Distance:	10 miles
How will students be paid until their social security card arrives?	Able to process standard payroll with proof that the student has applied with Social Security for their Social Security Number

## Housing Details

Is housing provided?	No	If not, will you assist students in finding housing?	No
Are there affordable housing options in the area?	Yes		
Housing options in the area:	HOUSING MUST BE OBTAINED EARLY – PLEASE SECURE HOUSING AS SOON AS YOU ARE HIRED – Very important - housing must be secured prior to coming to the United States. Housing will cost from \$125/week to \$150/week. Housing is very limited and the longer you wait to find housing, the more expensive it will become with less opportunities to even find housing. Housing is very limited and you should plan early to secure it prior to your arrival – students have had to be relocated in the past that could not find housing. 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. Most landlords, if not all, will expect to have a security deposit prior to moving in of at least \$250. Please be prepared to pay this in advance to help secure housing prior to moving in. Your employer is there to help you understand the requirements of housing within the community. Please feel free to contact your employer to ask questions especially before you send money to anyone.		
Local housing resources:	ISOP please visit <a href="http://www.beach-fun.com/site-index/57-international-student-outreach-program.html">www.beach-fun.com/site-index/57-international-student-outreach-program.html</a> Rehoboth Chamber of Commerce - please visit <a href="http://www.beach-fun.com">www.beach-fun.com</a> OR <a href="http://www.cityofrehoboth.com">www.cityofrehoboth.com</a> Housing can run \$125 to \$150 week E-Point at <a href="http://ocstudentcenter.com">ocstudentcenter.com</a>		
Housing address:	N/A		
Is the student required to sign a separate housing contract?	N/A		
Type of housing provided:	N/A	Number of students to a room:	N/A
Housing details:	N/A		
Do you offer co-ed housing?	N/A		
Cost of housing - per week:	N/A	Includes utilities?	N/A
Are housing costs deducted from paycheck?	N/A		
Is a housing deposit required?	N/A	Amount of housing deposit:	N/A
Instructions for payment of housing deposit:	N/A		
Housing deposit due date:	N/A	Is deposit refundable?	N/A
Conditions of deposit refund:	N/A		

## Housing Details

How will deposit be refunded?	N/A
Are students required to live in provided housing upon arrival?	N/A
During their work stay, can students find alternate housing?	N/A
If yes, is there a penalty?	N/A

## Transportation to/from Worksite

Method of transportation to worksite: Walk/Bike/Bus	
Distance to worksite: Depends on housing obtained	Is worksite within walking distance of housing? No
Cost of public transportation to worksite: \$3.00	
Details of public transportation to worksite: Jolly Trolley if riding for work. Other local transportation available for other amenities \$5.00 per day. Can be purchased at a discount for weekly or monthly.	
Cost of transportation to worksite provided by employer: Not specified	
Details of transportation to worksite arranged by employer:	
Cost of arranging own transportation to worksite: Not specified	
Details of arranging own transportation to worksite:	

## Housing Amenities

Available public transportation: Bus			
Access to public transportation? In town access			
On Site Housing Amenities			
Laundry: N/A	Linens: N/A	Private bath: N/A	
Refrigerator: N/A	Microwave: N/A	Air conditioning: N/A	
TV: N/A	Telephone: N/A	Security guard: N/A	
Computer/Internet Access: N/A	Utensils: N/A	Gym: N/A	
Individual Beds: N/A			
Nearby Amenities			
Supermarket: In town/accessible	Restaurants: In town/accessible		
Shopping mall: In town/accessible	Fitness center: In town/accessible		
Post office: In town/accessible	Laundry: In town/accessible		
Bank: In town/accessible	Internet cafe: In town/accessible		
Movie theater: In town/accessible	Library: In town/accessible		
Additional amenities: N/A			

## Meal Information

Are meals included in rent cost? N/A	
If not, meal plan cost per day: Not Specified	Meals covered: Not Specified
Is the purchase of a meal plan mandatory? No	

## Cultural Opportunities

Types of cultural opportunities provided			
Organized Holiday Event(s): No	Organized Trip(s) to Major Attraction(s): No		
Organized Potluck(s) or Dinner(s): Yes	Organized Trip(s) to Major City: No		
Organized Karaoke Night(s): No	Information about Events: Yes		
Organized Movie Night(s): No	Information about Local Resources: Yes		
Organized Sporting Event(s): No	Information about Attractions/Sites: Yes		
Organized Staff Exchange Event(s) - Other: No	Information about Local Community: Yes		
Organized Trip(s) to Nearby Attraction(s): No	Other: No		

## Cultural Opportunities

If Other, please describe: N/A

Additional details about cultural offerings:

Students can work closely with the local student centers to help coordinate and promote cultural trips. The community offers wonderful resources for the International students. The International Outreach Program has been formed for assistance and information. Please visit [www.beach-fun.com](http://www.beach-fun.com) for additional information. Employer will hold property party for all employees and fun orientations for students.