



Basin Harbor - Dining Room Host / Server Assistant

HOST INFORMATION

Company Description:

Lake Champlain + The Green Mountains + The Adirondacks + 137 years of superb hospitality + 700 acres of lakefront property = The Perfect Summer Job.

We go to great lengths to find the best people we can, and it shows in guest comments about friendly, helpful staff. We strive to not only provide excellent customer service to our guests, but also remember that often our fellow staff members are our customers too. We aim to treat everyone with respect and courtesy and it will come back to you in pleasant ways. We hope if you join us this summer you'll have the opportunity to explore this great state of ours. There is a lot to see and do here even though we're a small state and because of that, things are fairly close by. Our goal is everyone works hard yet plays hard this summer at BH!

Best Wishes,

Pennie Beach and Robert Beach Jr, 4th Generation Hosts

Weather ranges from cold to hot, particularly from May through October. Bring layers and plan on the occasional wet days.

Nearby are Montreal, Boston, New York City, Niagara Falls,

Employer Perks:

- **Affordable housing and NO housing deposit. Employees are also eligible for an end of season rebate of \$10/week of paid housing if they complete their agreed term of work.**
- **Swimming, cycling, tennis, golf, hiking, yoga, walking, running, basketball, soccer; the list is endless for our guests and we invite you to share in the many sports we have to offer.**
- **Provide shuttles to local community events, shopping, restaurants, and area attractions**

Host Website: <https://www.basinharbor.com>

Site of Activity: Basin Harbor

Parent Account Name: Basin Harbor

Host Address: 4800 Basin Harbor Road Vergennes, Vermont, 05491

Nearest Major City: Burlington, Vermont, Less than 25 miles away

PLACEMENT INFORMATION

Job Description:

The dining program at Basin Harbor is exceptional. The reputation and appeal of our multiple dining venues is one of tradition and quality. We are proud to present delicious, farm to table selections for breakfast, lunch and dinner.

Responsibilities/Duties include the following. Other duties may be assigned.

Supporting Servers during meal service

Taking reservations for dining options

Greeting guests, showing them to their seats.

Anticipating guests needs and special request by being tactful, approachable, perceptive and customer service oriented

Assisting supervisors, servers and server assistants including setting up and resetting dining room

Opportunities to gain experience as a Server may exist for qualified staff.

Qualifications:

Extremely detail oriented

Tactful, approachable, perceptive and customer service oriented

Able to communicate effectively with guests, staff and supervisors

Able to reinforce dining room procedures

Clean, well kept, professional appearance

Self-motivated, adaptable, responsible and reliable

Able to perform multiple tasks systematically in a fast paced environment

Able to co-operate with co-workers and staff to promote and maintain team spirit

Experience in dining room setting with regards to efficiency and etiquette

Typical Schedule:

Shifts range across all meal period times; breakfast, lunch, and dinner. Breakfast: as early as 5:30 AM -11:00 AM, Lunch: 11:00 AM - 3:30 PM, Dinner:5:00 PM -10:30 PM or later for events & banquets.

Seasonal changes to job duties or available hours: Yes

We add additional dining options around the resort which operate from mid-June through the beginning of September Additional shifts around the resort may be available. Manager approval is required.

Drug Test required: No

COMPENSATION

Hourly Wage: \$13.67

Eligible for Tips: Yes

Tips are not guaranteed but students are eligible and often do earn additional gratuities.

Estimated weekly wages including tips: \$546.8

Bonus: Yes

If students fulfill their agreed term of employment they are eligible to receive \$10 back for each week of paid housing, provided their accommodation is left in acceptable condition upon departure.

** All figures above are pre-tax*

Estimated average number of hours per week: 40

Estimated minimum number of hours per week: 36

Estimated maximum number of hours per week: 45

Potential fluctuation in hours per week:

July through August are busy months. Historically, those students who are eager and willing to work can pick up additional hours.

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

Overtime Policy:

No, exempt from paying overtime by law

Job-Specific Benefits:

Room & Board Discounted overnight rate for visiting guests Employee Bike Rentals Free Waterfront sports / Discounted waterfront sports Fitness Center Employee shuttle to shopping, appointments

JOB REQUIREMENTS

English Level required:



Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Physical activities that include climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, grasping, feeling, talking, hearing and repetitive motions Ability to perform medium work (defined as exerting up to 20 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or 20 pounds of force constantly to move objects) Regularly required to stand; use hands, talk, and hear

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Job Training required: Yes

Length of job training:

Training is ongoing throughout the season

Hours per week during training period: 35

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Vermont Department of Liquor Control Certification Internal training specific to the requirements of the job Company Orientation

Need to wear uniform: Yes

Uniform Policy:

All positions will require black, non-denim pants, a black belt, black socks, and non-slip black shoes to work in. Also required - blue jeans, khaki shorts, black t -shirt. Basin Harbor will provide dress uniform shirts and pieces, as needed. Cropped pants, leggings, and very tight pants are not acceptable. No black denim or other 5-pocket style pants. Outerwear with large logos are not permitted.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

See uniform specification above. When not working, staff are expected to be neat in their appearance - no sleepwear or swim suits in public spaces.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Sporting Events, Shopping Trips, Potlucks or Dinners, Karaoke Nights or Talent Shows, Holiday Events, Company Parties, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Movie or Game Nights, On-Campus Sports

Additional Details about Cultural Offerings:

Students will work with other staff members from around the world. We provide shuttles to local towns and cities, local county fairs, shopping, and restaurants. Staff may also participate in most resort entertainment opportunities that are available to our guests.

Local Cultural Offering:

Addison County Field Days and Fair

Champlain Valley Fair

Vergennes Farmers' Market (Thursdays from 3-6 PM)

Shelburne Museum

Shopping in Burlington or Middlebury

Overnight trips to NYC, Montreal (visitors visa may be required), and Niagara Falls. These trips are not sponsored by Basin Harbor

HOUSING AND TRANSPORTATION

Housing Provided: Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. May find own (can choose alternative).

Employer-owned or employer-arranged housing description:

Basin Harbor staff housing ranges from single occupancy rooms to shared four-person rooms. Rooms provide beds, storage for clothing, bathrooms with shower facilities, air conditioners and heat, and private or communal refrigerators. Bedding (sheets, blankets, pillows) and towel will be provided by Basin Harbor for all staff living in staff housing. Housing will cost no more than \$105/week/student. There is no housing deposit. Employees are eligible for an end of season rebate of \$10 per week of paid housing if they complete their agreed term of work, and their accommodation is left in acceptable condition. The Human Resources Coordinator and the Director of Human Resources administer all housing matters. About one-third of Basin Harbor staff lives on site. Due to the close proximity of rooms to one another, and to the guest areas, it is extremely important to keep the noise level down at all times. Quiet hours are from 10pm to 8am. Quiet hours will be enforced. Please think of your neighbors. Not everyone has the same work schedule and/or sleep schedule. Housekeeping may clean the lobby areas of dorms. For your own comfort, please help them by keeping this area picked up. Please take care of your room and furnishings. We will conduct regular walk-throughs of the housing areas. Vermont Fire Prevention & Building Code prohibits the use of extension cords. Surge protectors may be used and Human Resources can help in arranging purchase of the surge protectors. No hot plates, hot pots, coffee makers, toasters etc., may be used. Air conditioners, Small microwaves and refrigerators are allowed only if installed properly. The use of candles is strongly discouraged. The Residential Advisors in the Dorms and Employee housing will be responsible for reporting violations to the Human Resources Department. Basin Harbor is not responsible for lost or stolen items. Therefore, please keep your room door locked when you are out of your building/cottage. DO NOT leave any valuables or money in your room. Employee-owned firearms and/or weapons are prohibited on Basin Harbor property. Pets are only allowed in select on site housing units and permission to have pets in employee housing must be granted prior to moving in by the Director of Human Resources. Due to the size of our employee housing units we do discourage our staff from bringing their pet, as it is not the ideal situation in terms of space for both the employee and pet. Anyone who does not get prior for a pet approval will jeopardize his or her employee housing privileges.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Complimentary access to wifi. No code required.

Phone Service: Yes

Description:

Cell phone reception exists; Verizon and AT&T are strongest. There is open wif-fi resort-wide. Landline access through HR during regular business hours; via Hotel Operator during non-business hours.

Kitchen facilities: No

Description:

Meals are provided in our Employee Cafeteria. Outdoor grills are provided for cooking. No hot plates, hot pots, coffee makers, toasters etc., may be used. Small microwaves and refrigerators are ok.

Laundry facilities: Yes

Description:

Coin-operated washers and dryers are available for staff and guest use. These machines are available at all hours of the day.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 1

Maximum Occupancy Per Room: 4

Suggested Occupancy Per Room: 1 - 4

Rooming Arrangement Description:

You may request to live with a friend or partner and we will do our best accommodate your request. All housing arrangements are same-sex unless otherwise requested; IE a couple sharing a room.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$105

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: No

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Less than one mile to work; a 5-10 minute walk depending on which dormitory you're assigned.

Biking

Estimated commute time: Under 15 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: Yes

Bicycles are available to rent: No

Estimated cost: \$

Description: Less than one mile to work; a 5-10 minute walk depending on which dormitory you're assigned. Bike Rentals: One week: \$20 One Month: \$75 Full Season: \$150

ARRIVAL INFORMATION

Arrival Instructions:

*Due to Human Resources and staff housing hours of operation, your arrival date and time must be coordinated by Human Resources. **Please try to plan your arrival date for weekdays before 5:00 pm.** Human Resources must be kept informed of any changes from the original, confirmed arrival plans.*

Students MUST email their arrival information to Dorothy Anguish (dorothy.anguish@basinharbor.com) at least 2 WEEKS prior to arrival to the United States. *If we do not receive your arrival information, it will be the students' responsibility to get themselves to Basin Harbor's campus.*

Getting to Basin Harbor:

By Plane: Burlington International (BTV), Vermont's largest commercial airport, is approximately 1 hour from Basin Harbor. It is served by major and commuter airlines, with connections from most cities in the Northeast.

By Train: Penn Station in NYC (NYP) to Vergennes, VT (VRN). The trip will take about 6 hours. For more information on schedules and fares, visit amtrak.com

By Bus: Greyhound from Port Authority to the Burlington Airport, Burlington Downtown Terminal, or Vergennes/Ferrisburgh, VT or Megabus from Boston Logan Airport to Burlington Downtown Terminal.

By Car: For more detailed directions from Boston, Hartford, Montreal, New York and Burlington International Airport, [click here](#).

**Basin Harbor will provide transportation from the Vergennes or Burlington area only. Shuttle runs to area businesses, social security office, medical appointments etc., are scheduled throughout the week by Human Resources.*

Suggested Arrival Airport:

Rutland Southern Vermont Regional Airport, RUT, Over 50 miles

Burlington International Airport, BTV, 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:

LaQuinta Inn and Suites

1285 Williston Rd

South Burlington , Vermont 05403

[https://www.wyndhamhotels.com/laquinta/south-burlington-vermont/la-quinta-south-burlington/overview?](https://www.wyndhamhotels.com/laquinta/south-burlington-vermont/la-quinta-south-burlington/overview?CID=LC:LQ::GGL:RIO:National:53359&iata=00093796)

CID=LC:LQ::GGL:RIO:National:53359&iata=00093796

802-865-3400

\$100 to \$150

DoubleTree Burlington

870 Williston Road

South Burlington , Vermont 05403

<https://doubletree3.hilton.com/en/hotels/vermont/doubletree-by-hilton-burlington-vermont-BTVBSDL/index.html>

802-865-6600

\$150 to \$200

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

All new hires are required to complete online onboarding. Details will be shared with students before their arrival in the USA.

Social Security Number:

Require participants to apply for SSN before arrival at worksite: No

Details about how to apply for Social Security Number:

Basin Harbor will provide a complimentary shuttle to the Social Security Administration Office. Students are responsible for filling out and filing their own paperwork.

Nearest SSA Office: Burlington , Vermont , Less than 25 miles

Other:

Wage Payment Schedule:

Our pay week is Monday - Sunday. Our pay period is biweekly. You will receive a paycheck every other Friday covering the time worked through the previous Sunday. We encourage our staff to open a bank account and take advantage of Direct Deposit.

Meal Plan: Mandatory

Estimated Cost Per Day: \$15

Meal Plan Description:

Basin Harbor provides Room and Board for \$105.00 per week. Historically, all J1 students have elected to live in our housing. The board portion provides three meals daily in our employee cafeteria.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Staff should always be neat in appearance. Conservative appearance and dress is a requirement for our resort. Employees should be neatly shaven, with mustaches and beards neatly trimmed. Neither can be grown during the work season. No extreme hairstyles or colors. Conservative hairstyles, makeup and nail polish. All jewelry must be small and conservative. No heavy perfume or colognes while working. For all staff—body piercing aside from ears must not be visible.

Second Job Availability: No, unlikely

Applicable Company Policies:

RESORT AND RECREATIONAL FACILITIES

We hope you will enjoy your time at Basin Harbor, while remembering that guests come first. Also, please be respectful of your fellow Basin Harbor staff members who are waiting on you as you enjoy these many opportunities.

Golf and Tennis- You may play golf and tennis (on the hard courts) at the respective pro's discretion; with proper attire always required. You must make reservations with the Tennis Shop. The clay tennis courts are for guest use only.

The Waterfront/Swimming Area- The waterfront/swimming area is open to you during daylight hours. For your safety, after-dark swimming is prohibited. Boats are available to you on a limited basis at the Harbormaster's discretion. Alcoholic beverages are not permitted at the waterfront. The swimming pool is for guest use only except for planned staff events.

*Guest Activities- Staff is often invited to take part in many of the guest social activities listed in the guest newsletter called *The Breeze*, which is located in the Lobby and online.*

The Red Mill- The Red Mill is open to all staff members. The legal drinking age in Vermont is 21. Proper ID is required. Proper ID includes: Passport, Military ID, a picture driver's license or Vermont State Liquor ID. The Red Mill is 21+ after 10pm. The Red Mill staff will not serve you if they believe you are underage or are impaired. Their decision is final. Proper attire for the Mill is neat, clean clothing and shoes. Unless you are working at the Mill, you may not be there in uniform.

The Breezeway Café- This gift shop also offers an assortment of food and beverage options for our guests ranging from light snacks to sandwiches and hot dogs as well as an assortment of alcoholic and non-alcoholic beverages. It is also the home of Megumi Sushi during our busy social season.

DETAILS OF DAILY LIFE

Meals - Your supervisor will schedule your meal breaks. The schedule ensures that Basin Harbor has adequate coverage during mealtimes. The staff cafeteria is located just off the kitchen in the main lodge and meal hours are posted at the entrance. If you miss a meal because of work, please see your supervisor for alternate arrangements. The employee cafeteria (the "Zoo") is reserved for staff use.

HOUSING

The Human Resources Department administers all housing matters. About 70% of Basin Harbor staff lives on site. Due to the close proximity of rooms to one another, and to the guest areas, it is extremely important to keep the noise level down at all times. Quiet hours are from 10pm to 7am. Quiet hours will be enforced. Please think of your neighbors. Not everyone has the same work schedule and/or sleep schedule. Smoking and vaping are forbidden in all Basin Harbor buildings.

Housekeeping does not maintain common areas of dorms. For your own comfort, please keep this area picked up. Please take care of your room and furnishings. We will conduct regular walkthroughs of the housing areas.

Basin Harbor is not responsible for lost or stolen items. Therefore, please keep your room door locked when you are out of your building/cottage. DO NOT leave any valuables or money in your room. Employee-owned firearms and/or weapons are prohibited on Basin Harbor property.

Mail - Mail will be delivered Monday through Saturday afternoons to the employee boxes outside the Human Resources Department. Packages will be held at the Switchboard and email notification sent. Your mailing address is

Your Name

C/O Human Resources

BASIN HARBOR

4800 BASIN HARBOR ROAD

VERGENNES, VT 05491

SMOKE FREE WORKPLACE

Basin Harbor strives to provide a healthful, safe, and comfortable working environment for all employees. Smoking by employees is therefore prohibited throughout all buildings including public spaces in the dormitories, Esquire and Bayside. Employees who wish to smoke must therefore leave the building and use only designated areas outside which have appropriate smoking waste disposal receptacles. Please be sure to use the designated receptacles for cigarette butts, to keep our environment clean. All staff and managers will be held responsible for enforcing this policy.

BOB & PENNIE BUCKS

Bob & Pennie Bucks are a way that we say thank you to our staff for a job well done. Bob & Pennie bucks are distributed by the HR office to all supervisors/managers/directors to give to their staff. Bob & Pennie bucks have a value of \$2, \$5, \$10, \$20, and \$30. They can be used throughout the entire property, in retail and restaurants. They can be used towards the purchase of anything except alcoholic beverages. No change will be given when paying with Bob & Pennie Bucks.

STAFF SCHEDULES

Your supervisor will post schedules weekly. If you have special requests for time off, please submit a written request to your supervisor well in advance. They will do their best to accommodate you. Shifts may not be traded without your supervisor's approval. Attendance and Punctuality- If you cannot report to work on time or at all, it is your responsibility to notify your immediate supervisor, personally, at least 2 hours before your shift begins. When you call/email/text your supervisor, you must provide an explanation for your absence or tardiness, and when you can return to work. Absences must be reported daily. A doctor's release to return to work may be required after 3 absences due to illness. Time Reporting - If you work in a department with a time clock, your supervisor will show you where the clock is located and will demonstrate proper time clock procedures. Punch only your own code. If you accidentally punch someone else's code report it promptly to your supervisor. Time is rounded to the closest quarter hour in calculating pay. Employees are required to punch out for their 30 minute lunch.

ALCOHOL AND DRUG POLICY

Substance abuse is not tolerated during working hours on Basin Harbor's premises or while conducting business on behalf of Basin Harbor. This prohibition includes the possession, use or sale of illegal drugs, marijuana, non-medically authorized drugs or alcohol. Our policy also prohibits off-premises abuse of alcohol, marijuana, and prescription/over-the-counter drugs, as well as the possession, use or sale of illegal drugs, when these activities adversely affect job performance, job safety, or Basin Harbor's reputation in the community. The legal use of prescription and over-the-counter drugs is permitted during work hours only if it does not impair an employee's ability to perform the essential functions of his/her job effectively and in a safe manner.

BULLYING POLICY

Basin Harbor holds a zero tolerance policy on bullying behavior. Employees found in violation of this policy will be disciplined, up to and including termination. Basin Harbor defines bullying as repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment. Bullying may be intentional or unintentional. When an allegation of bullying is made, the intention of the alleged bully is irrelevant, and will not be given consideration when meting out discipline. It is the effect of the behavior on the individual that is important.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Restaurants, Fitness Center, Internet Cafe

Walking Distance from Housing:

Restaurants, Fitness Center, Internet Cafe

In Town, Requires Transportation:

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