



## Bluefin Bay Resort - Guest Service Representative

### HOST INFORMATION

**Company Description:**

Bluefin Bay Family of Resorts is the destination resort of choice on the North Shore of Lake Superior. Winter is an exciting time. Students have the opportunity to participate in a variety of activities, including **alpine skiing and snowboarding, XC skiing, snowshoeing, hiking, ice skating, Northern Lights and campfires.**

Guests travel from all over to enjoy a multitude of outdoor recreational activities in the pristine lake country of northern Minnesota. Being located right on the shore of Lake Superior, our guests are treated to spectacular views. After a busy day out enjoying our beautiful surroundings, guests and employees can wind down in one of our pools, hot tubs, saunas or even a massage at our spa. Our guests also enjoy a great meal at one of our award winning restaurants. People have been vacationing with Bluefin Bay for the past 40 years and they have come to enjoy the interaction of meeting people like you from around the world!

**Perks and Benefits**

- **FREE cross country ski adventures**
- **Snowshoes, cross country skis and ice skates available for staff use**
- **Shuttle to and from ski hill**

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

**Site of Activity:** Bluefin Bay Resort

**Parent Account Name:** Bluefin Bay Resort

**Host Address:** 7192 West Highway 61 Tofte , Minnesota , 55615

**Nearest Major City:** Duluth, MN , Minnesota , Over 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

Job Title: Front Desk Agent

Department: Guest Services

Reports To: Guest Services Manager

**SUMMARY**

The Front Desk Agent is the first and last point of contact for our guests. Therefore, he/she must maintain a high level of friendly, personable, and efficient service at all times. A typical day as a hotel front desk agent, involves registering/booking guests in and out of their rooms, while accommodating any special requests.

#### *ESSENTIAL DUTIES AND RESPONSIBILITIES*

- Strong English language skills*
- Ability to multi task*
- Possess a strong sense of teamwork and ability to manage/work in high pressure situations*
- Maintain a clean and well organized work environment.*
- Be able to provide friendly and personable service.*
- Perform all check-in and Check-out tasks*
- Manage online and phone reservations*
- Respond to guests complaints in a timely and professional manner*
- Maintain updated records*
- Provide information about our resort, available rooms, rates, and amenities*
- Interest and ability to carry out repetitious tasks*
- Ability to work a variety of days and early/late hours*
- Communicate with other departments to ensure all guest needs are being met.*
- Any additional tasks as assigned by Guest Services Manager*

#### *QUALIFICATIONS*

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. English fluency is required.*

#### *EDUCATION and/or EXPERIENCE*

*High school diploma or general education degree (GED); prior Front Desk experience is preferred.*

#### *COMMUNICATION SKILLS*

*Individual must possess excellent interpersonal skills and good oral and written command of English. Ability to effectively present and respond to guests and other staff members*

#### *MATHEMATICAL SKILLS*

*Ability to use basic math skills such as addition, subtraction, and division is a must.*

#### *PHYSICAL DEMANDS*

*While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.*

#### *WORK ENVIRONMENT*

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. This position at times due to the volume of business may become high stressed.*

*Wage - \$14/hour for regular hours and \$21/hour for overtime.*

#### **Typical Schedule:**

*Example schedules: Tuesday through Saturday 3pm-11pm Wednesday through Sunday 3pm-11pm Saturday & Sunday 7am - 3pm & Monday - Wednesday 3-11pm Wednesday - Friday 3-11pm & Saturday & Sunday 7am - 3pm*

**Seasonal changes to job duties or available hours:** Yes

*Weekly hours will be different due to business levels.*

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$14

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$560

**Bonus:** Yes

End of season bonus applies if applicant stays through their contracted date.

\* All figures above are pre-tax

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

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

**Estimated maximum number of hours per week:** 50

**Potential fluctuation in hours per week:**

Hours may change depending on business volumes.

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

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

resort discounts, staff activities, etc.

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

Lifting

Lifting requirement: 25lbs/11kgs

**Description:**

The employee must occasionally lift and/or move up to 10 pounds.

**Job Training required:** Yes

*Length of job training:*

2 weeks

*Hours per week during training period:* 32

*Different wage during training period:* No

*Start on specific day of the week:* No

*Training requirements:*

*Participant understands our property management system - Resort Data Processing. Participant understands the roles they are assigned and are able to work on the Guest Services team.*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Black pants and Black comfy shoes. Uniform tops are provided by Bluefin Bay.*

*Cost of uniform:* \$0

*Uniform laundry:* Participant responsibility

**Dress Code:** Yes

*Description:*

*See uniform policy above.*

## CULTURAL OPPORTUNITIES

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

*Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Major City, Holiday Events, Company Parties, Movie or Game Nights, Shopping Trips, Trips to Nearby/Major Attractions, Potlucks or Dinners, Bingo & Trivia Nights, Lutsen Mountains, Guided XC Skiing, Guided Snowshoe Hikes*

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

*Students have the opportunity to participate in a variety of winter activities including alpine skiing and snowboarding, XC skiing, snowshoeing, hiking, Northern Lights and campfires. We are located 90 miles from the nearest shopping mall and we provide free shuttle service to Duluth, MN, weekly.*

### **Local Cultural Offering:**

*Visit Cook County is our local visitor bureau and our go to for local events. Here is a link to their event calendar:*

*<https://www.visitcookcounty.com/events/list/>*

*Bluefin will participate in some of these during the winter.*

## 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:**

The address for all housing is: Bluefin Bay Family of resorts 7192 W. Highway 61 Tofte, MN 55615 Bluefin Bay offers three different housing options: Cabins: 3 bedrooms, 2 students per room, 1.5 bathrooms, laundry room, kitchen / common area. Dorm: 5 bedrooms, 2 students per room, 2 bathrooms, kitchen and living room, washer/dryer. Apartments: 2-3 bedrooms, 2 occupants per bedroom, 1.5 bathrooms, kitchen, common living area and laundry room. \*\*employee is placed in housing depending on availability at the time of hire Bedding and linens are provided. All units have WiFi and Satellite TV at no cost. Heat and electric service is included in rent. Kitchens are completely furnished, including cooking utensils, dinnerware, stove, oven, microwave and refrigerator. Shared bathrooms are available. Employees are welcome to use the resort gyms, pools and hot tubs at times when they are not busy for guests.

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

Description:

Bluefin Bay provides WiFi/Internet access at no cost to all occupants residing in employee housing.

Phone Service: Yes

Description:

Internet access and landline phone service is available 24/7 in our Guest Services building. There is also cell service along the north shore and most areas in housing although some places are spotty.

Kitchen facilities: Yes

Description:

All employee housing has a fully furnished kitchen and common living area.

Laundry facilities: Yes

Description:

Each housing unit has a laundry room with coin operated washer and dryer.

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

Roommate requests will be considered but cannot be guaranteed. You may request to live with your friend or partner. Most units are either all male or all female. Certain units accommodate couples which include both male and female but not many.

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$100

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$200

*Description:*

Rent and housing deposits are deducted from employee paychecks beginning with the first paycheck. Deductions are taken in equal amounts per check to balance net pay evenly.

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

The Security deposit is refundable at the termination of employment provided there is no damage sustained to the living quarters, and it is thoroughly cleaned. Students must also stay through their entire contract dates to receive their deposit refund.

*Details About Deposit Refund:*

The security deposit is credited back to the employee on their final paycheck.

**Transportation to Worksite:**

*Walking Commute Time*

*Estimated commute time: Under 15 minutes*

*Description: All housing is within easy walking distance along the neighborhood roads and pathways owned by the resort.*

## ARRIVAL INFORMATION

**Arrival Instructions:**

**BECAUSE OF THE DISTANCE FROM DULUTH, MN TO BLUEFIN BAY IN TOFTE, MN IT IS VERY IMPORTANT THAT AFTER YOUR VISA IS APPROVED YOU CAREFULLY FOLLOW THESE TRAVEL INSTRUCTIONS:**

**You need to book your flight to arrive at the Duluth International Airport on flights that arrive before 2:00pm on a Monday or a Tuesday.** This is necessary because shuttles are not guaranteed on other days! There is no commercial shuttle service from Duluth to Tofte.

1. Because Bluefin Bay is 90-miles from the Duluth airport, the Bluefin Shuttle only does employee pick-ups on Monday or Tuesday. If your flight arrives in Duluth on Monday, we will book you a hotel at the Radisson and pick you up on Tuesday morning. If you arrive on Tuesday, please plan on arriving sometime before 2pm.

2. **IMPORTANT:** You must email the flight itinerary provided by your airline no later than 14-calendar days prior to your arrival. Please email your itinerary to:

Ana Koch

ana@bluefinbay.com

**Suggested Arrival Airport:**

Duluth International Airport, DLH, Over 50 miles

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

**If arriving after regular hours:**

**Suggested After-Hours Accommodation:**

Radisson Hotel Duluth-Harborview  
505 W Superior Street  
Duluth, Minnesota 55802

[https://www.radissonhotelsamericas.com/en-us/hotels/radisson-duluth?facilitatorId=GOOGLEAMERICAS&cid=a:ps+b:ggl+c:amer+e:rad+d:us+f:en-US+g:hoh:DULUTH&gclid=Cj0KCQjwnNyUBhCZARIsAI9AYIF00GIhWi20tadLPFcvj1S0D2imLOmx\\_E3tIjlozZDxB0utLP9uucaAh3VEALw\\_wcB](https://www.radissonhotelsamericas.com/en-us/hotels/radisson-duluth?facilitatorId=GOOGLEAMERICAS&cid=a:ps+b:ggl+c:amer+e:rad+d:us+f:en-US+g:hoh:DULUTH&gclid=Cj0KCQjwnNyUBhCZARIsAI9AYIF00GIhWi20tadLPFcvj1S0D2imLOmx_E3tIjlozZDxB0utLP9uucaAh3VEALw_wcB)  
218-722-5522  
\$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:

Bluefin Bay arranges shuttle trips to the Social Security Office in Duluth, MN approximately 2-3 weeks after their arrival so they can submit their application for a social security number.

Nearest SSA Office: Duluth , Minnesota , Over 50 miles

**Other:**

Wage Payment Schedule:

Employees are paid semi-monthly on the 8th and 23rd of each month. Payment is made through direct-deposit.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Grooming requirements reflect best practices for the hospitality industry. Personal hygiene requires regular bathing and use of deodorant. Offensive body odor is not allowed. Hair must be clean and easy to maintain. Beards, mustaches should be trimmed. Tattoos must be tasteful and unoffensive, absent of lewd content or vulgar language. No facial tattoos are allowed. No tongue piercings or ear gauges are allowed. Management discretion is reserved in regards to safety and sanitation.

Second Job Availability: No, unlikely

Applicable Company Policies:

The Employee Handbook is provided to all employees during on boarding and expectations are reviewed for everyone's benefit and understanding.

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*Food Market, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe*

***In Town, Requires Transportation:***

*Shopping Mall, Public Library*