



Bluefin Bay Resort - Housekeeper

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: Housekeeper

Department: Housekeeping

Reports To: Housekeeping Manager

SUMMARY

Works as part of a team to clean and prepare guest lodging accommodations and public areas for use

SAMPLING OF DUTIES AND RESPONSIBILITIES

- *Cleans and prepares guest units for occupancy through proper application of company specified cleaning procedures.*
- *Stocks and/or maintains specified products in required quantities to adequately clean assigned units.*

- Completes the daily unit assignments; correctly identifying the status of each assigned unit and, reports any maintenance problems or product shortages.
- Maintains security for guests and property by keeping unit doors and windows shut and locked at all times; setting the thermostats to proper temperature for the season, reporting any suspicious activity by guests or others; properly labeling lost and found articles and turning them in daily; observing all other security and safety regulations as set forth.
- Performs other tasks as assigned by the executive housekeeper or supervisor: (i.e. cleaning public or employee restrooms, washing windows, working in laundry, checking units or training new employees.
- Performs all other duties as assigned by management

QUALIFICATIONS

No experience is required if applicant demonstrates a willingness to learn and work well with others. Housekeeping and customer service experience preferred. Must have a strong attention to detail.

EDUCATION and/or EXPERIENCE

Individual must have ability to work flexible working hours including weekend, weekdays and holidays.

WORK ENVIRONMENT*

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to fumes or airborne particles. Rubber gloves and face mask are provided as required or needed. The noise level in the work environment is usually moderate.

PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to stand, walk, and reach with hands and arms and use hands to finger, handle, or feel. The employee frequently is required to climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. This job occasionally requires long working hours.

* 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 individual with disabilities to perform the essential functions.

** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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

Typical Schedule:

**Example Schedules: Wednesday through Sunday, 8am to 4:30pm Tuesday through Saturday, 8am to 4:30pm

Seasonal changes to job duties or available hours: Yes

Weekly hours will be different due to business demand each week. Some weeks require less/more hours.

Drug Test required: No

COMPENSATION

Hourly Wage: \$14

Eligible for Tips: Yes

Guests frequently leave tips in their rooms for housekeeping staff. These are divided up and given to those who cleaned the room.

Estimated weekly wages including tips: \$575

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:



Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

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:

Applicant understands job and is able to work independently as part of their housekeeping team. Must have strong attention to detail.

Need to wear uniform: Yes

Uniform Policy:

Black comfy pants and black comfy walking shoes. Uniform tops will be provided.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Following the uniform policy.

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?](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=Cj0KCQjwnNyUBhCZARIsAI9AYIF00GIFhWi20tadLPFcvj1S0D2imLOmx_E3tljlozZDxB0utLP9uucaAh3VEALw_wcB)

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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

