



Bryce Resort - Server

HOST INFORMATION

Company Description:

Work here, play here!

Located in Virginia, two hours west of Washington, D.C., Bryce is a resort dedicated to serving its members and guests. Known for being family-friendly, the resort features the Bryce Bike Park with lift accessible beginner, intermediate and expert trails. In addition, the property boasts a PGA rated 18-hole, golf course in an Alpine setting, and Lake Laura, a 45-acre recreational lake with a beach area, snack bar, and opportunities to canoe, paddleboat, and paddleboard. We also offers dining options ranging from quick service in our Shenandoah Center, to casual meals in our Copper Kettle Restaurant, or private special events ranging from golf tournaments, corporate retreats, weddings, anniversary parties and more!

Our team is dedicated to providing excellent facilities, good service, and relaxing enjoyment for all. We are fortunate to work in an informal atmosphere of a four-season resort. We consider ourselves professionals in the resort industry and provide a pleasant and fun experience for all guests. Employees are able to enjoy many of Bryce's amenities themselves as part of their employee benefit package, along with experiencing events Bryce host for our community, such as an annual Independence Day celebration, Oktoberfest celebration, New Year's Eve events, entertainment and more.

Perks and Benefits of working here:

- *Discounted shift meals*
- *Discounted retail products*
- *Free golf green fees, Lake Laura access, mountain biking, and disc golf!!*

Host Website: <http://www.bryceresort.com>

Site of Activity: Bryce Resort

Parent Account Name: Bryce Resort

Host Address: 1982 Fairway Drive , PO Box 3 , Basye , Virginia , 22810

Nearest Major City: Harrisonburg , Virginia , Less than 50 miles away

PLACEMENT INFORMATION

Job Description:

POSITION SUMMARY:

Provides food and beverage service to all members and guests in both our Copper Kettle full service restaurant and at our Bryce Landing private pool facility. Exceptional member/patron service is always the primary focus.

GENERAL RESPONSIBILITIES:

1. *Stocks server station with boxes, napkins, and silverware*

2. Polishes and rolls all silverware
3. Follows all opening procedures
4. Checks dressing levels and lets kitchen staff know if additional condiments need to be made
5. Properly covers and dates all items in coolers
6. Prepares house salads for guests
7. Checks all condiments on tables and properly refills
8. Greets guests and distributes menus when seated
9. Explain food and beverage specials to guests
10. Answers any menu item questions a guest might have
11. Properly makes drinks following recipe standards
12. Inquires if guest would be interested in an appetizer, dessert and/or coffee
13. Makes sure all ABC laws are followed and cards customers as required
14. Promptly takes guest orders and enters into point-of-sale system
15. Delivers food to guests and ensures everything is correct
16. Refills beverages when needed
17. Communicates with kitchen to ensure proper food service
18. Clears and cleans tables when guests have finished
19. Handles all money and payments properly
20. Clean and reset all tables properly and promptly
21. Cover all dressing in kitchen making sure all items are stored properly for closing shift
22. Vacuums all floors and does general nightly cleaning
23. Follows closing procedures
24. Properly completes paperwork and does nightly drop
25. Takes all dishes to kitchen to be washed
26. Takes reservations
27. Makes sure all guest are satisfied with their experience
28. Performs any other duties as directed

Typical Schedule:

Copper Kettle Hours of Operation: Monday & Tuesday: CLOSED Wednesday - Friday: 4p - 10p Saturday & Sunday: 11a - 10p Bryce Landing
Hours of Operation: Saturday & Sunday: 11a-8p

Seasonal changes to job duties or available hours: Yes

- hours and shifts may vary depending on events & holidays - shift may vary at Bryce Landing depending on weather conditions and closing of facility after Labor Day

Drug Test required: No

COMPENSATION

Hourly Wage: \$2.13

Eligible for Tips: Yes

Common US tipping is 10% - 20% of check Events - added gratuity of 20% NOTE - taxes are not deducted from tips. Employees are responsible for taxes owed to government for income earned on tips

Estimated weekly wages including tips: \$480

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 32

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

- hours may vary depending on events & holidays

Average number of hours per week reached by last year's seasonal employees: 32

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

- 50% off shift meal - 20% off retail products - free golf green fees (\$5 cart rental) - free Lake Laura access - free mountain biking - free disc golf

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Servers will need to lift food and drink trays to deliver to their guest table

Standing for entire shift

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

hands on job training the first couple days or work

Hours per week during training period: 24

Different wage during training period: Yes

Training wage description:

\$12.50 per hour while training

Start on specific day of the week: No

Training requirements:

To be fully trained, participant must show knowledge of server skills taught, point-of-sale system, US currency, menu descriptions, and standard server procedures

Need to wear uniform: *Yes*

Uniform Policy:

Black shirt, Jeans, and non-slip closed toe shoes required 1 - 2 black shirts will be provided to participant

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: *Yes*

Description:

• Clothing must be clean, in good condition, and neatly pressed. • No sandals, tank tops, shorts, crop tops • Shoes must be kept clean and in good condition, with no holes or torn seams. • Hair must be kept clean and neatly groomed. All personnel are expected to keep hair groomed so as not to be a safety factor, nor to distract from their professional appearance.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Potlucks or Dinners, Trips to Nearby/Major Attractions, Trips to Major City, Sporting Events, Shopping Trips, Holiday Events, Arcade, Hiking, Caverns

Additional Details about Cultural Offerings:

On-site cultural experiences include annual July 4th Independence Day celebration (fireworks, vendors, music, food), dinners with both J1 students and local staff, sports activities such as golfing, hiking, Lake Laura, soccer, and other experiences that may be of interest.

Local Cultural Offering:

- July 4th Independence Day Celebrations*
- local parades*
- local heritage festivals*

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:

Co-ed housing. House with efficiency apartment attached. Main main level has 3 bedrooms, 2 bathrooms, kitchen and common area. Apartment has 1 bedroom, 1 bathroom, kitchen and common area. (private access) 2 participants per bedroom; 2-3 participants per

bathroom. Shared laundry room. Amenities Include: washer, dryer, refrigerator, TV's, bedding / linen provided, microwave, utensils & small appliances. Address: 272 Fritzel Way Basye, VA 22810 House is located directly off ski slope / bike trail. Walking distance to the base of Bryce Resort.

Lease Agreement: No

Onsite Amenities:

WiFi: Yes

Description:

WiFi provided at housing. WiFi available at most Bryce facilities.

Phone Service: Yes

Description:

Landline not provided in house, available for use at Bryce. Reliable Cellular Service includes: Verizon, AT&T & T-Mobile

Kitchen facilities: Yes

Description:

Kitchen provided in housing & efficiency apartment. Kitchen Appliances include: refrigerator, stove, microwave, and basic kitchen utensils

Laundry facilities: Yes

Description:

Laundry area provided in bottom level of housing. 1 washer & 1 dryer, shared by all participants.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

Participants can request to share a bedroom with friend/partner. 2 participants per bedroom. Housing is co-ed.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$175

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: Housing is located directly above base of Bryce. Housing is on the side of the ski slope/bike trail.

ARRIVAL INFORMATION

Arrival Instructions:

The highly recommended airport of arrival is Dulles International (IAD), which is approximately 1.5 hours away from Bryce and offers many flight options. If participants cannot find flights into Dulles, the next closest airport is Charlottesville Airport (CHO). Bryce provides airport pickups as there is no public transportation to Bryce from Dulles International or Charlottesville Airport. When booking flights, participants need to consider their arrival flight times. Pick up days of the week and hours for a Bryce representative will be weekdays only, between business hours. (9am - 7pm) No day of arrival transportation to Bryce is guaranteed if flights are booked outside weekdays and business hours. If flights are booked outside these hours, the participant may be required, at their own expense, to book lodging accommodations at a nearby airport hotel. Details about scheduled arrivals **MUST** be emailed, **no later than 2 weeks prior** to United States arrival to brandy@bryceresort.com. Once brandy@bryceresort.com receives your email, a confirmation email will be sent back and communication will begin about who will be picking participants up from the airport and transporting to Bryce.

Once participants arrive to Bryce Resort, there is no public transportation. Housing is located on Bryce Resort, within walking distance. When participants initially arrive at Bryce, they will be taken to their housing. Participants will walk to and from work. Bryce representatives will be responsible for transportation needs of participants for Social Security office, banking, grocery / errand runs, and anything miscellaneous, based on a schedule provided.

Suggested Arrival Airport:

Charlottesville Airport, CHO, Over 50 miles

Dulles International, IAD, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Comfort Inn & Suites Airport Dulles-Gateway

45515 Dulles Plaza

Sterling, Virginia 20166

<https://www.choicehotels.com/virginia/sterling/comfort-inn-hotels/va453?mc=llgoxpx>

703-687-1612`

\$100 to \$150

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Bryce Resort electronically onboards all employees through their payroll company, Paycom. It is encouraged, but not required, that new employees begin their onboarding process prior to arrival. If onboarding has not started or been completed prior to arrival, employees will be required to complete all onboarding electronic documents before training and work begins. Bryce Resort will be able to assist with any questions you may have.

To begin onboarding prior to arrival email brandy@bryceresort.com with all of the below requested information:

Legal Name

Date of Birth

Email Address

Once Bryce receives the above information, an email will be generated from **Paycom Online Services (not Bryce Resort)** stating you have an assigned checklist to complete and instructions on how to access your Paycom Employee Portal. This checklist will include items such as personal information, tax information, I9, policies, and more.

Social Security Number:

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

Details about how to apply for Social Security Number:

Bryce Resort will assist all participants with applying for a Social Security number as well as provide transportation to the Social Security Office. Upon arrival, Bryce will assist each participants with registering online for a Social Security number and Bryce will schedule appointments for participants at the Social Security Office. In order to begin the online application process for a Social Security number, participants much have their passports and DS-2019 documents available when applying online.

Nearest SSA Office: Winchester , Virginia , Over 50 miles

Other:

Wage Payment Schedule:

Participants are paid bi-weekly through direct deposit. Bryce will assist participants with opening a bank account.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

It is important for all employees to present the highest professional appearance at all times as our work appearance is a reflection of the pride we have in ourselves, as well as our Resort. • Clothing must be clean and in good condition. T-shirts, tank tops, shorts, or sandals may only be worn when pre-approved. • Shoes must be kept clean and in good condition, with no holes or torn seams. • Hair must be kept clean and neatly groomed.

Second Job Availability: Yes, likely

Applicable Company Policies:

House Rules

No Smoking of any kind inside the house

Outside Smoking permitted, but all smoking debris must be properly disposed of

Trash Pickup: every Monday morning in cul-de-sac by the Church (at bottom of house driveway)

Wood Stove is NOT to be used at any time

Responsibilities

Cleanliness of house – proper trash disposal, clean bathrooms, clean bedrooms, clean common areas

Electricity Conservation (AC / Heat, Lights, Appliances, etc)

Water Conservation

Be considerate of neighbors – noise travels easily based on your house location

Be considerate of each other

If anything gets broken or stops working – notify Brandy or Ryan immediately

COMMUNITY AMENITIES

Walking Distance from Worksite:

Restaurants, Fitness Center, Public Library

Walking Distance from Housing:

Restaurants, Fitness Center, Public Library

In Town, Requires Transportation:

Food Market, Shopping Mall, Post Office, Bank

Unavailable:

Internet Cafe