



## Mill Falls at the Lake - Front Desk Attendant

### HOST INFORMATION

**Company Description:**

*Our resort is intricately weaved into the town's rich history, contributing to its growth yet holding tightly to the uniqueness that makes Meredith the beloved destination that it is today. Through our resort's expansion and responsible development, we've created a desirable oasis along the lake where families and friends can gather year-round to stay, play, and celebrate. <https://www.millfalls.com/about-us/history/>*

*Our timeless resort offers four distinct inns that are within easy walking distance of one another and seamlessly connect guests to Lake Winnepesaukee, Main Street's numerous restaurants and shops, as well as serving as a convenient gateway to the Lakes Region and the White Mountains. Who knows? Maybe you'll follow in the steps of other visitors who've fallen in love with our breathtaking surroundings and laidback lifestyle and become permanent residents of our tight-knit community. A stay at Mill Falls at the Lake has that effect on people.*

*We encourage our associates to participate in our weekly activities at our Ekal center. From boat tours, kayaks and yoga, we have a little of something for everyone. Nearby we have hiking trails, rivers, beaches, concert venues, galleries, and plenty of NH history to learn and enjoy.*

*<https://www.millfalls.com/experiences/offsite-activities/>*

*<https://www.millfalls.com/experiences/water-sports/>*

*<https://www.millfalls.com/the-marketplace/>*

*<https://www.visitnh.gov/things-to-do>*

**Host Website:** <https://www.millfalls.com/>

**Site of Activity:** Mill Falls at the Lake

**Parent Account Name:** Mill Falls at the Lake

**Host Address:** 312 Daniel Webster Hwy Meredith , New Hampshire , 03253

**Nearest Major City:** Concord , New Hampshire , Less than 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

*~ Process guest check-ins and room assignments following the hotel's rate structures, discounts, and sell/upsell strategies. Accommodate special requests when possible.*

*~ Process check-in/check-out and collect payments in compliance with cash handling, credit card processing, and accounting policies and procedures.*

*~ Answer inquiries about hotel services, in-house events, directions, local attractions, etc. Assist guests with check cashing, safety boxes,*

additional guest room keys, transportation, etc.

- ~ If necessary, walk guests in a professional and courteous manner and in compliance with policies, procedures, and brand stands.
- ~ Pre-register, block reservations, and, as appropriate, take same-day and future reservations. Cancel room reservations according to policies and procedures.
- ~ Ensure release of any Company, hotel, brand, and guest information is consistent with privacy policies, practices, and regulations.
- ~ Arrive on time at work when scheduled and in proper uniform.
- ~ Practice safe work habits and comply with sanitary, safety, security, and emergency procedures.
- ~ Write shift reports, including reports on any incidents of theft, accidents, or injuries when assigned. Check with the manager/supervisor before leaving the work area.
- ~ Perform special projects and other responsibilities as assigned.
- ~ Any other duties/tasks as requested by management.

**Typical Schedule:**

the schedule is based on the needs of the department AM - mid-shift and PM would be trained.

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

hours may change due to the coverage needed for the front desks.

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$14

**Eligible for Tips:** No

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

**Bonus:** No

\* All figures above are pre-tax

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

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

**Estimated maximum number of hours per week:** 45

**Potential fluctuation in hours per week:**

**Average number of hours per week reached by last year's seasonal employees:** 39

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

20% off EKAL activities center on rental items 20% off Common Man Meredith Restaurants, 20% off Waterfall Cafe 20% off Cascade Spa Services 10% off Cascade Spa Products

## JOB REQUIREMENTS

**English Level required:**



*Advanced*

**Required to be 21+:** No

**Previous Experience required:** Yes

would prefer to have someone that has had front desk or customer service experience due to the interactions with our guests.

**Qualifications & Conditions**

Standing for entire shift

**Job Training required:** Yes

Length of job training:

2 weeks

Hours per week during training period: 39

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

**Need to wear uniform:** Yes

Uniform Policy:

shirts will be provided. Khakis or black pants

Cost of uniform: \$0

Uniform laundry: Participant responsibility

**Dress Code:** Yes

Description:

shirts will be provided. Khakis or black pants

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

*Shopping Trips, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Nearby/Major Attractions, Movie or Game Nights, Trips to Major City*

**Additional Details about Cultural Offerings:**

*Snowshoe Tours: Winter in New England is full of snowy trails!*

*ICE SKATING RENTALS: The Mill Falls Winter Wonderland offers Ice Skate Rentals for the ice rink at Bay Point with beautiful views of Lake Winnepesaukee.*

*BUILD A SNOWMAN & TOBOGGAN SLEDDING!*

**Local Cultural Offering:**

*20% of our EKAL activities center on rental items*

*20% off Common Man Meredith Restaurants,*

*20% off Waterfall Cafe*

*20% off Cascade Spa Services*

*10% off Cascade Spa Products*

*Winter events are always posted on the link below.*

**<https://www.visitnh.gov/things-to-do>**

## 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:**

*15 Saint James Street Meredith, Nh 03253 Amenities: TV, refrigerator, bedding/linen provided, microwave, utensils, bathroom, air conditioning, heat, porch.*

**Lease Agreement:** *Yes*

**Onsite Amenities:**

*WiFi: Yes*

*Description:*

*located in the house and on property*

*Phone Service: Yes*

*Description:*

*They will have access to local cell phone carriers, WIFI, and access to hotel email and or phones if needed.*

*Kitchen facilities: Yes*

*Description:*

*fully equipped kitchen in the house*

*Laundry facilities: Yes*

*Description:*

*washer and dryer in the house*

**Occupancy Requirements for Provided Housing:**

*Minimum Occupancy Per Room: 2*

*Maximum Occupancy Per Room: 4*

*Suggested Occupancy Per Room: 2 - 4*

*Rooming Arrangement Description:*

*Yes, this will be a co-ed house. One room will be dedicated to females and the other to males. We have one full-time American staff member that lives at the house full-time.*

***Provided Housing Cost:***

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$60*

*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 a 10 mins walk*

*Biking*

*Estimated commute time: Under 15 minutes*

*Bicycles are provided free of charge: No*

*Bicycles are not provided: No*

*Bicycles are available to rent: Yes*

*Estimated cost: \$0*

*Description: less than 5 minutes*

## ARRIVAL INFORMATION

***Arrival Instructions:***

*When you arrive in Boston, you must take the Concord Coach Lines bus from Boston, MA, to Meredith, NH.*

*This bus will take you to Meredith, where one of our associates will pick you up upon arrival and bring you to your accommodations. Depending on your arrival day/ time, there may be a bus transfer, but most likely, you can get a ticket that will bring you directly to Meredith.*

*Location to Bus Stop in Meredith:*

*Meredith Irving Circle K81 NH Rt. 25, Meredith, NH <https://concordcoachlines.com/stop/meredith-nh/> (website to purchase bus tickets from Boston, MA, to Meredith, NH)*

**Suggested Arrival Airport:**

Boston Logan, BOS, Over 50 miles

**Estimated cost of transportation to worksite from suggested airports:** \$25 to \$50

**If arriving after regular hours:****Suggested After-Hours Accommodation:**

Marriot Boston/Newton

2345 Commonwealth Ave , this hotel is managed by TPG (employee rates would apply)

Newton , Massachusetts 02466

<https://www.marriott.com/en-us/hotels/bosnt-boston-marriott-newton/overview/?scid=f2ae0541-1279-4f24-b197-a979c79310b0>

617-969-1000

\$50 to \$75

## TRAINING AND ONBOARDING

**Pre-Arrival Onboarding:** Yes

Students will receive an email from ADP (TPGCompanies.HR@adp.com). This link will request your Associate ID, which will be sent with a welcome email. We will ask that you follow the instructions to complete the onboarding checklist. Once completed, I will be notified. We will then complete the onboarding and housing paperwork upon your arrival.

**Social Security Number:**

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

Details about how to apply for Social Security Number:

we will assist you through the entire process and provide transportation.

Nearest SSA Office: concord , New Hampshire , Over 50 miles

**Other:**

Wage Payment Schedule:

payroll is processed bi-weekly

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

we ask that our associates practice good hygiene and look presentable at all times.

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

*cell phones are used from time to time to communicate among peers and managers.*

*smoking is only allowed in designated areas, and no smoking of any kind is allowed inside the housing accommodations.*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

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

***Walking Distance from Housing:***

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

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

*Shopping Mall*