



WORK & TRAVEL USA

## Oceanana Pier and Pier House Restaurant - Front Desk Attendant

### HOST INFORMATION

**Company Description:**

*The Oceanana Pier House Restaurant is located directly on the beach in Atlantic Beach, North Carolina. Atlantic Beach is on the southern end of North Carolina's Outer Banks in an area referred to as "The Crystal Coast".*

*We are a family-owned business that was established in 1959. We have had cultural exchange students work with our team in the past and look forward to having more international students join our team for the summer of 2024. Being on the beach, we are very busy during the summer season so there is a lot of opportunity for students to work and earn money. But, there are also amazing natural resources and fun cultural activities in our area as well. The housing we provide for our staff is located only 100 meters from the beach--we provide beach cruisers (bikes), beach chairs, and surfboards for our international students to use so that they can explore our area during their time off.*

*Employee meals are included while you work. And we offer other benefits such as tuition assistance for those who work with us for an entire summer (May through August).*

*We have multiple jobs open for the summer and are excited to share more info with interested students.*

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

**Site of Activity:** Oceanana Pier and Pier House Restaurant

**Parent Account Name:** Oceanana Pier LLC

**Host Address:** 700 East Fort Macon Road Atlantic Beach , North Carolina , 28512

**Nearest Major City:** Raleigh , North Carolina , Over 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

*Front Desk Attendants work in the lobby/front office of our hotel. Front Desk attendants answer phones to make reservations and answer guest questions. Front Desk Attendants greet new guests as they arrive and help with guest "check in" (taking payment, giving room keys). Front Desk Attendants also help guests "check out" (leave at the end of stay). Our hotel management system is computer based so applicants must be proficient at using computers. Most of our guests are Americans who only speak English. As such, this position requires applicants to speak excellent English.*

**Typical Schedule:**

*Front Desk Attendants will typically work 35-40 hours per week. There are three shifts for this position: morning, afternoon/evening, and overnight.*

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$14

**Eligible for Tips:** No

**Estimated weekly wages including tips:** \$500

**Bonus:** Yes

We offer a bonus of up to \$1,000 at the end of season based on numbers of hours worked and job performance.

\* All figures above are pre-tax

**Estimated average number of hours per week:** 35

**Estimated minimum number of hours per week:** 30

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

**Potential fluctuation in hours per week:**

There may be fewer hours during slow periods than on busy periods. The early part of the season (May 30 - June 15) may be slower than the rest of the summer.

**Average number of hours per week reached by last year's seasonal employees:** 35

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Employees are provided a 50% discount at our restaurant

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

*Standing for entire shift*

**Need to wear uniform:** Yes

*Uniform Policy:*

*We will provide uniform shirts. Employees will be responsible for providing their own pants and shoes. Employees are responsible for cleaning their own uniforms.*

*Cost of uniform: \$35*

*Uniform laundry: Participant responsibility*

**Dress Code:** No

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

*Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Potlucks or Dinners, Trips to Major City, Trips to Nearby/Major Attractions, Sporting Events, Shopping Trips, Company Parties*

**Additional Details about Cultural Offerings:**

*We are located in a region with rich history and amazing environmental resources. We have museums and an excellent aquarium. But, the best sites to see in our area are on the water. We will arrange boat trips for our summer staff to visit pristine islands such as Cape Lookout National Seashore.*

**Local Cultural Offering:**

*There are fun community events throughout the summer. From music festivals to movie nights, there is always something happening here during our busy summer season. We also coordinate with other local businesses to make sure all of our student employees can network with others in our area.*

## 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:**

*Our employer-owned housing is located on-site. Housing is located less than 100 meters from work and the beach. Housing is in our vintage resort mobile home park in newly renovated mobile homes. Electricity, water and WiFi is included. Each home has TV, refrigerator, a small fully-equipped kitchen, air conditioning. Homes typically have two bedrooms and one bathroom. There is 24 hour security on site. Bedding and towels are provided. We provide beach-cruiser bikes, surf boards and beach chairs for students to use during their stay. We will have housing for all international students we hire and will accommodate housing requests of students travelling together. The housing is located at the following address: 700 E. Fort Macon Road Atlantic Beach, North Carolina, 28512*

**Lease Agreement:** No

**Onsite Amenities:**

*WiFi: Yes*

*Description:*

*High speed WiFi is available throughout our site.*

*Phone Service: Yes*

*Description:*

*There is reliable cellular service. Employer also has a landline phone in the office onsite. We recommend students purchase a US e-SIM card before arrival.*

*Kitchen facilities: Yes*

*Description:*

*Each mobile home has it's own kitchen with a refrigerator, stove top, microwave and oven. The kitchens are stocked with cooking utensils and supplies (pots, pans, knives, etc)*

*Laundry facilities: No*

*Description:*

*The is a laundry facility nearby. It is easily accessible by Uber or a public transportation shuttle.*

**Occupancy Requirements for Provided Housing:**

*Minimum Occupancy Per Room: 1*

*Maximum Occupancy Per Room: 2*

*Suggested Occupancy Per Room: 1 - 2*

*Rooming Arrangement Description:*

*Participants may request to live with friends. Our housing is not co-ed. Men will live in one unit. Women will live in another. We can, however, accommodate couples traveling together.*

**Provided Housing Cost:**

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$75*

*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 on-site. Employer's property consists of a motel, the Pier House Restaurant and a mobile home park. Students are housed in the mobile home park approximately 100 meters from worksite.*

*Biking*

*Estimated commute time: Under 15 minutes*

*Bicycles are provided free of charge: Yes*

*Bicycles are not provided: No*

*Bicycles are available to rent: No*

*Estimated cost: \$*

*Description: Bicycles are provided for participants so that they can easily get to shopping and other amenities in Atlantic Beach. Participants living in provided housing will be able to walk the short distance to worksite.*

## ARRIVAL INFORMATION

### **Arrival Instructions:**

*There are two options for your travel to Atlantic Beach, North Carolina. The employer recommends flying into Raleigh/Durham International Airport (RDU) which offers more flight options and is typically more affordable. The other airport option is New Bern, North Carolina (EWN).*

*The employer will be available to pick up students at either airport and transport them to Atlantic Beach. There is no cost to students for this transport. Students MUST organize their arrival days with the employer before booking tickets. Then, students must email their arrival information to Trace Cooper at the employer (trace@coopdev.com) at least 2 WEEKS prior to arrival to the United States. Details about a scheduled pickup will be communicated to the student prior to their departure. The employer will try to coordinate the arrival of multiple students on the same day.*

*Oceanana prefers that students arrive on Mondays, Tuesdays or Wednesdays.*

*Upon pick up, students will be taken to a grocery store and department store.*

### **Suggested Arrival Airport:**

*New Bern, North Carolina, EWN, Less than 50 miles*

*Raleigh Durham North Carolina International Airport, RDU, Over 50 miles*

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

### **If arriving after regular hours:**

### **Suggested After-Hours Accommodation:**

*Aloft Raleigh-Durham Airport*

*10020 Sellona Street*

*Raleigh , North Carolina 27617*

*<https://www.marriott.com/en-us/hotels/rduaf-aloft-raleigh-durham-airport-brier-creek/overview/?scid=f2ae0541-1279-4f24-b197-a979c79310b0>*

*(919) 957-8523*

*\$100 to \$150*

## TRAINING AND ONBOARDING

### **Pre-Arrival Onboarding:** Yes

*Students will log into an online portal to complete application information before arriving. We will also need uniform sizes.*

*We will provide students with information about our business such as menus and wine lists prior to arrival so they can begin to learn. In addition, we will ask students to watch a few short online videos about our restaurant computer system.*

*Separate orientation sessions will be had for international students to introduce them to our company culture and the culture of hospitality in the United States. After these orientation sessions, students will begin their on-the-job training for their specific jobs.*

**Social Security Number:**

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

Details about how to apply for Social Security Number:

Employer will provide assistance to complete required forms and will provide transportation to the Social Security office. Employer will assist students at the Social Security office. This is an easy process at the local Social Security office.

Nearest SSA Office: New Bern , North Carolina , Less than 50 miles

**Other:**

Wage Payment Schedule:

Participants will be paid every two weeks. Payment will be made via check or direct deposit. Employer will assist students in establishing an account with a local bank if desired.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Participants must arrive at work clean, well-groomed and professional in appearance. Facial hair must be trimmed and neat. Tattoos on the face or neck are prohibited.

Second Job Availability: Yes, likely

Applicable Company Policies:

- Employees are provided meals while they are working
- Smoking is prohibited in the restaurant and inside employee housing
- Employees should not use their cell phones during work
- Schedules are posted 1-2 weeks in advance. Request for time off must be submitted at least one week in advance.
- Uniforms must be clean and neat at the start of each shift
- In North Carolina, one must be 21 years old to consume alcoholic beverages. Employees 21 years and older may drink at our bars when they are not on duty, provided that they must not be wearing a uniform shirt.
- Any drug or alcohol use while on duty will result in loss of employment
- Employees may be asked to work in more than one position at our business depending on the businesses need.

## COMMUNITY AMENITIES

**Walking Distance from Worksite:**

Food Market, Shopping Mall, Post Office, Bank, Restaurants, Internet Cafe

**Walking Distance from Housing:**

Food Market, Shopping Mall, Post Office, Bank, Restaurants, Internet Cafe

**In Town, Requires Transportation:**

