

J-1 WORK AND TRAVEL PROGRAM

Exchange Visitor ID number

HOST ENTITY INFORMATION

Host Entity Name: Princess Royale Hotel
 Site of Activity Address: 9100 Coastal Hwy, Ocean City, MD, 21842, United States

JOB INFORMATION

Job Title Hotel/Resort Worker
Start date - Earliest 15 May 2024 **Latest** 15 June 2024
End date - Earliest 30 August 2024 **Latest** 30 September 2024
Guaranteed salary/wage per hour before deductions 15.00 \$ per hour
Estimated tips N/A
Average hours per week 32
Required Interviews Sponsor Interview, Host Interview, Application Video

HOUSING INFORMATION

Housing Model Host company provided

EXCHANGE VISITOR SECTION

Exchange Visitor Printed Name	Date of birth
Program Start Date	Program End Date
Signature	Date

Sponsor or agency representative name

I confirm that I have read, understood, and agreed to the conditions outlined in this job offer. I agree to adhere to all Geovisions and Department of State program rules regarding employment and program participation, including the Terms and Conditions which were part of my program application. If I change jobs without receiving prior permission from Geovisions, or if I violate other Geovisions rules or J-1 program regulations, Geovisions may end my program early, and I will be required to return home. I understand that if my program ends due to regulation violations it may have a negative impact on future U.S. visa applications.

Section 1

HOST ENTITY INFORMATION

Entity name	Princess Royale Hotel
Web site	www.princessroyale.com
Primary contact name	
Title	

Department	
Phone 1	
Fax	N/A
Email	

Section 2

DETAILED JOB INFORMATION

Site of Activity address	9100 Coastal Hwy, Ocean City, MD, 21842, United States
Job Title	Hotel/Resort Worker
Special requirements	Housing is tied to this placement. Should participant be dismissed from placement housing will be terminated immediately.
Position details and description	<p>GENERIC ORDER- AFTER INTERVIEW POSITION WILL BE ASIGNED BY HOST COMPANY. POSSIBLE POSITIONS LISTED BELOW:</p> <p>Retail Clerk: Specific duties may include but are not limited to any combination of the following:</p> <ul style="list-style-type: none"> - Greet and interact with Guest in a positive, friendly and professional manner. - Answer customers' questions, and provide information on products, policies and procedures. - Bag or wrap merchandise after purchase. - Offer customers carry-out service at the completion of transactions. - Compute and record totals of transactions. - Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change. - Establish or identify prices of goods, services or admission, and sum bills using calculators, cash registers, or optical price scanners. - Issue receipts, refunds, credits, or change due to customers. - Maintain clean and orderly checkout areas. - Monitor checkout stations to ensure that they have adequate cash available and that they are staffed appropriately. - Process merchandise returns and exchanges. - Receive payment by cash, check, credit cards, vouchers, or automatic debits. - Request information or assistance using paging systems. - Resolve customer complaints. - Sort, count, and wrap currency and coins. - Weigh items sold by weight in order to determine prices. - Calculate total payments received during a time period, and reconcile this with total sales. - Stock shelves, and mark prices on shelves and items. - Complete additional duties as assigned by supervisor. <p>Front Desk</p> <p>Specific duties may include but are not limited to any combination of the following:</p> <p>Front Office Duties</p> <ul style="list-style-type: none"> - Greets guests immediately with a friendly sincere welcome and a smile. Use a positive and clear speaking voice, listen to understand requests, respond with appropriate action and provide accurate information such as outlet hours and local attractions. - Complete the registration process by inputting and retrieving information from the

computer system. Confirm guest name by requesting photo identification and credit card. Confirming pertinent information including number of guests and room rate. Make appropriate selection of rooms based on guest needs. Code electronic keys.

- Maintain presence at the Front Desk at all times to assure guests that someone is always on hand to help with any situation that arises.

- Handle cash, make change, and balance an assigned cash drawer. Accept and record credit cards, gift certificates, and other forms of payment. Perform accurate, moderately complex arithmetic functions using a calculator. Post charges to guest rooms and house accounts.

Inform guests about directions, parking information and any other information required for the successful check in process.

- Provide efficient and professional telephone service to all clients to maximize the comfort and convenience of all hotel guests.

- Answer all incoming calls with a clear, friendly and professional tone using standard hotel greetings. Properly route department calls.

- Answer radio calls and dispatch radio calls to other departments as necessary.

- Answer and record all guest service calls into ALICE and efficiently inform the appropriate personnel to ensure 100% satisfaction.

- Clear all guest service calls with proper department.

- Contact guest upon completion of guest service call to ensure their satisfaction.

- Clearly record wake-up call request.

- Close guest accounts at time of check out. In the event of dissatisfaction, research and attempt to resolve the problem within established guidelines - may include turning problem over to a supervisor.

- Field guest complaints, conducting thorough research to develop the most effective solution and resolve complications such as location changes. Listen and extend assistance in order to resolve problems such as price conflicts, insufficient heating or air conditioning, etc. Remain calm and alert especially during emergency situations and heavy hotel activity. Plan and implement detailed steps by using experienced judgment and discretion.

- Keep Front Office area as well as Back Office clean.

- Summon guest service personnel for assistance to escort guests to their rooms as appropriate.

- Operate fax machine to send and receive transmissions. Notify guests of incoming faxes using the message function in the computer. Use the photocopier to make copies of items as required. Retrieve mail, small packages and faxes to guests as necessary.

Back Office Duties:

- Ensure that all incoming calls are answered with courtesy and professionalism.

- Ensure that all incoming calls are resolved to guest satisfaction.

- Clearly communicate guest needs to other departments.

- Become well informed of the property and surrounding areas. This helps to enhance your ability to make the best suggestions, according to guest needs, whether making a reservation or simply answering a question about Ocean City.

- Become familiar with the use of our software. (How to make a reservation!)

- Must be able to handle guest complaints in a courteous and tactful manner. Our goal is to always provide excellent service, no matter the situation. However, do not be afraid to ask for help.

- Help maintain a professional and positive work environment.

Pool Attendant

Specific duties may include but are not limited to any combination of the following:

- Ensuring guest safety and provide exceptional guest service.

- Standing/sitting in and out of water for long periods of time.

- Recognize and respond effectively in emergencies.

- Enforce all aquatic facility policies, rules, and regulations.

- Inspect facility as required and report any unsafe conditions or equipment.

- Maintaining skills at a rescue-ready level at all times.

- Remain alert and attentive at all times.

- Participate in regular in-service training sessions.

- Maintain professional lifeguarding practices at all times.

- Keep the facilities and property clean and comfortable for guests.

- Female employees are expected to work even during menstruation with the use of tampons.

- Complete additional duties as assigned by supervisor.

Laundry Attendant

Specific duties may include but are not limited to any combination of the following:

- Sorting, washing, drying, pressing and folding clothing and other textile items.
- Removing stains from items using the appropriate procedures.
- Performing minor sewing duties as needed.
- Folding laundry.
- Keep an updated inventory of laundry detergents and sewing kits.
- Track maintenance and repairs on laundering equipment.
- Ensure that the facility remains clean at all times.
- Anticipate and respond to customers' queries, concerns and complaints.
- Complete additional duties as assigned by supervisor.

Houseman

Specific duties may include but are not limited to any combination of the following:

- Cleans rugs, carpets and upholstered furniture using a vacuum cleaner, broom and carpet shampoo machine.
- Cleans rooms, hallways and restrooms.
- Washes walls and ceiling, moves furniture and turn mattress.
- Sweeps, mops, scrubs, waxes, vacuums and polishes floor.
- Dusts and polishes metalwork.
- Collects soiled linen for laundering from housekeeping carts.
- Assists in keeping the lobby area clean, neat and free of debris and trash as needed.
- Receives linen supplies from laundry and stocks linen closets on guest floors in a neat organized manner.
- Maintains housekeeping carts and stocks supplies.
- Strips soiled linen from beds when asked to help housekeepers.
- Removes trash collected by room attendants.
- Walks all assigned floors at beginning, throughout the day and end of shift to collect trash, soiled linen and other items as assigned by management.
- Transports clean linen to the housekeeping storage rooms on the floors and refills the par stock of linen on each floor.
- Refills the par stock of guest amenities and supplies on each housekeeping storage area.
- Helps the room attendants with heavy lifting and special cleaning projects as directed.
- Cleans all public areas in the prescribed manner while following department standard operating procedures.
- Removes soiled linen and trash from the pool side and other service areas and takes to appropriate locations in the prescribed manner.
- Assists housekeeping with placing bed boards, roll-ways beds, extra bed etc. in appropriate fashion per standard operating procedures.
- Reports missing / found articles, damage or merchandise problems to the housekeeping supervisor and managers.
- Responds at all times in a friendly, helpful manner to guests and other colleagues.
- Handles any tasks assigned by the supervisors as and when needed.
- Complete additional duties as assigned by supervisor.

Room Attendant

Specific duties may include but are not limited to any combination of the following:

- Safe handling of cleaning products and chemicals and proper operation of cleaning equipment.
- Clean a specified number of rooms within a designated amount of time.
- Clean restrooms, furniture, hallways, lobbies, lounges, elevators, stairways, locker rooms, and other work areas so that health standards are met.
- Change bed linens and make the beds.
- Replenish towels, linens, toilet tissue, toiletries and complimentary supplies.
- Empty wastebaskets, clean ashtrays, and transport other trash and waste to disposal areas.
- Keep storage areas and carts well-stocked and clean.
- Dust and polish furniture and equipment.
- Sweep, scrub, wax, and/or polish floors, using brooms, mops, and/or powered scrubbing and waxing machines.
- Clean rugs, carpets, upholstered furniture, and/or draperies, using vacuum cleaners and/or shampooers, hang draperies and dust window blinds.
- Wash windows, walls, ceilings, and woodwork as necessary to meet company standards.
- Carry heavy items and use a wheeled cart to transport supplies.
- Attention to detail, customer assistance and service is a critical part of this position.
- Complete additional duties as assigned by supervisor.

Bell Hop

Specific duties may include but are not limited to any combination of the following:

- Help guests with luggage at check in and check out.
- Responsible for maintaining guest services.
- You will engage in welcoming conversation, educating the guests about rooms, activities, answer questions/concerns while transporting guests' luggage to/from rooms.
- Assisting guests arriving to the resort with luggage.
- You will also keep the resort free of trash and debris by sweeping and shoveling stairs and veranda, emptying trash and garbage cans, dusting lobby furniture, removing glasses, dishes, trash from public areas, polishing brass/bell carts, and maintaining flower vases.
- Face of the resort and greeter of all guests.
- Complete additional duties as assigned by supervisor.

Bartenders are responsible to make drinks to order, serving them directly to customers or through the wait staff. As a primary contact between the customers and the restaurant, they are expected to be friendly and engaging when interacting with guests to project a positive image of the company while providing top quality service.

Specific duties may include but are not limited to any combination of the following:

- Uphold compliance to liquor license regulations.
- Check the IDs of customers to verify that they are of legal drinking age.
- Mix and serve drinks.
- Maintain professionalism with all customers, including intoxicated customers.
- Stock the bar with liquor, beer, wine, and necessary supplies.
- Arrange glasses and bottles into displays that will be attractive to customers.
- Balance the cash register at the beginning and end of each shift.
- Maintain bar work areas, equipment, and utensils in clean and orderly condition.
- Complete additional duties as assigned by supervisor

Food Prep

Specific duties may include but are not limited to any combination of the following:

- Following prep lists created by chefs.
- Measuring ingredients and seasonings and preparing cooking ingredients such as soup stock to be used in the cooking process.
- Preparing simple dishes, such as entrees or salads.
- Ensuring all food items are properly stored and easily accessible.
- Assisting chefs in preparing food and attending to any culinary tasks that arise.
- Distributing plates to wait staff to be served, cleaning plates for dishwashing, and preparing takeaway packages for customers.
- Supervising food and cooling room temperatures.
- Accepting or rejecting ingredients from suppliers.
- Maintaining a clean, orderly, and sanitized kitchen.
- Preparing drinks and cocktails according to the chef's specifications.
- Arrive on time dressed in uniform and begin work immediately.
- Must be able to communicate in English.
- Will assist Line Chef in food production for customers this will include working various stations in the kitchen for example cold line, fryers, banquet production.
- Must leave a complete prep list for the following shift, assist in transporting food to various facilities on property.
- Prepare food items to Chefs specifications and in a timely quick manor.
- You will wash dishes, glasses, silver, pots and pans take out trash, take out trash, sweep and mop and maintain kitchen in a clean manor.
- Check in and put away food deliveries.
- Must be able to work with all staff and flex able to adjust to quick changes during day as we are a customer satisfaction business.
- Must be able to work independent.
- Must be able to work in a small kitchen and very fast paced and stay in control.

Dishwasher

Specific duties may include but are not limited to any combination of the following:

- Wash dishes, glassware, flatware, pots, and/or pans using dishwashers or by hand.
- Place clean dishes, utensils, and cooking equipment in storage areas.
- Maintain kitchen work areas, equipment, and utensils in clean and orderly condition.
- Stock supplies such as food and utensils in serving stations, cupboards, refrigerators, and salad bars.
- Sweep and scrub floors.
- Handle chemicals used for cleaning as well as washing dishes using gloves when necessary.
- Clean garbage cans with water or steam.
- Sort and remove trash, placing it in designated pickup areas.
- Clean and prepare various foods for cooking or serving.

	<ul style="list-style-type: none"> - Set up banquet tables and dining areas. - Transfer supplies and equipment between storage and work areas, by hand or using hand trucks. - Complete additional duties as assigned by supervisor. <p>Host/Hostess: Specific duties may include but are not limited to any combination of the following:</p> <ul style="list-style-type: none"> - Monitors the open dining sections of the restaurant for empty and cleaned tables. - Escorts the guests to the dining room. - Estimates wait times for guests and monitoring the guest waiting list. - Ensures that the needs of the guests are met while they are waiting. - Keeps dining room occupancy chart current. - Answers the telephone. - Books reservations. - Assist wait staff as needed, taking initial drink orders, moving tables together, etc. - Inspect assigned restrooms and clean as needed. - Complete additional duties as assigned by supervisor. <p>** Positions will be assigned</p>
Department	GENERIC ORDER
Work schedule Shifts may vary; Hours may be reduced depending on business needs, weather, economic situations, your performance, sick time and other circumstances.	<i>Schedule will vary from 06:00 am to 23:30 pm</i>
Average hours per week	32
Guaranteed salary/wage per hour before deductions Employers must lawfully abide by their state and local minimum wage laws for tipped and non-tipped positions. As minimum wage increases annually, even if it is in the middle of a J-1 Summer Work Travel program, employers must follow their state minimum wage laws and increase pay for any employees who's wages do not meet the new state minimum. Participants should be compensated the higher of federal, state or local minimum wage. If an employee's tips combined with their hourly wage do not meet the minimum wage requirement, the employer must make up the difference.	\$15.00
Is Overtime available	Yes
Overtime wage (if applicable)	1.5x hourly rate. Overtime may be offered, but not guaranteed.
Required skills	In addition to a strong command of English, this position requires: <ul style="list-style-type: none"> - Positive, team player. - Friendly and personable attitude. - Ability to receive direction and perform responsibilities in a fast paced environment. - Standing and constant moving for long periods of time (up to 8 hours per shift).
English level	Good
Supervisor	

Section 3

POSITION REQUIREMENTS

Grooming	
Grooming standards	Shower and use deodorant daily hair cut neatly

Dress code	<ul style="list-style-type: none"> - Shower and use deodorant daily hair cut neatly. - Shirt (first one) will be provided by Host Company at no cost. - Khaki shorts or pants with no cargo pockets (students to bring along) - Black non slip shoes (students to bring along) - Additional shirts will be available at a cost.
Uniform provided?	Yes
Cost to Exchange Visitor	Approximately \$50 - \$100 (shoes and pants, if purchased in the US)
When is uniform fee due	N/A
Screening	
Host Entity will require a drug test	No
Host Entity will provide the drug test	Yes
Description of drug screening policy	Upon request
Will Exchange Visitors incur a cost for screening	No
Cost to Exchange Visitors (if applicable)	None
When is screening fee due	None
Payment	
Payment schedule	weekly
Allowances, bonuses, and/or incentives	N/A
Estimated tips	N/A
Description	N/A
Training / Orientation	
Host Entity provides training/orientation	Yes
Description	On the job training
Will Exchange Visitors be paid during training/orientation	Yes
Length of training/orientation	1 - 2 weeks
Will Exchange Visitors incur a cost for training/orientation	No
Cost to participant	N/A
When is training fee due	N/A

Section 4

HOUSING INFORMATION

If company provided housing or temporary housing is not offered, Exchange Visitors will need to secure housing after they have accepted the job offer.

Does Host Entity provide temporary housing?	No
Duration of temporary housing	N/A
Cost of temporary housing	N/A

Housing Lead 1

Housing model	Host company provided
Gender requirement	Any
Housing type	Dormitory
Housing name	Princess Royale Hotel
Address	9100 Coastal Hwy, Ocean City, MD, 21842
E-mail	
Phone	
Housing cost	100.0
How often is rent due?	Per week
Is weekly cost/rent payroll deducted?	Yes
Housing deposit	250.0
Is housing deposit payroll deducted?	No
Is deposit refundable	Yes
Deposit refund policy	Yes
Can housing be co-ed	No
Is renters insurance required	No
Housing amenities	Basic amenities provided
Distance between work site and housing	On-site
Transportation details	On site
Number of beds per room	4
Number of bedrooms	Will vary

Exchange Visitors per property	4
Exchange Visitors per room	4
Bathrooms per property	1
Bedding and towels	No
Kitchen facilities	Fridge and Microwave
Additional items must bring	Linens are provided, but you must bring your own towels
Additional comments	- Internet access available in housing - Access to laundry for students
Included in cost	Cable TV/Electric
Housing deposit due	\$250.00 (Payable upon arrival).
Housing deposit refundable	Yes
Further information on housing refund policy	Receive refund when contract has been completed, dorm must pass an inspection and it must look like it did when you first moved it.
Lease required	Yes

Section 5

ARRIVAL INSTRUCTIONS

Geovisions provides Orientation to all Exchange Visitors either in the Exchange Visitors home country or in the United States. If Exchange Visitors attend Orientation in their home country, they will travel directly to the Host Entity upon arrival. If Exchange Visitors attend Orientation in the U.S., they will travel to the Host Entity after Orientation is completed.

Closest port of entry airport	BWI and Dulles
Nearest airport to site of activity	BWI
Airport/bus/train pickup provided	Yes
General arrival instructions	<p>Please email the details of your flight itinerary at least two (2) weeks prior to your arrival in the US.</p> <p>You should also add the details of your visa appointment/outcome and flight information in the Participant Portal.</p> <p>Employer provides contact information for a shuttle service participants can reserve ahead of time to bring them to the hotel at a minimal fee.</p> <p>Contact at least 2 weeks prior to arrival.</p> <p>For those arriving outside the preferred arrival times, please see the taxi & hotel info for overnight accommodation.</p> <p>Hotel and Taxi nearby Washington Dulles International Airport</p> <p>Sonesta ES Suites Dulles Airport 13700 Coppermine Rd, Herndon, VA 20171, United States https://www.sonesta.com/sonesta-es-suites/va/herndon/sonesta-es-suites-dulles-</p>

	<p>airport? utm_source=GMB&utm_medium=Organic&utm_campaign=Organic_GMB&utm_id=GM B +17037136800 Avg per night \$110</p> <p>Dulles Super Taxi http://dullessupertaxi.com/ +17036297714</p> <p>Hotel and Taxi nearby Baltimore International Airport</p> <p>Country Inn & Suites by Radisson, BWI Airport (Baltimore), MD 1717 W Nursery Rd, Linthicum Heights, MD 21090, United States https://www.choicehotels.com/maryland/linthicum/country-inn-suites-hotels/md319? mc=llgoxpx +14109819997 Avg per night \$95</p> <p>Airport Sedan Service. 95 Star +18334957827</p> <p>*Costs are subject to change - Participants are encouraged to call or visit websites for most recent rates</p> <p>** Please be advised that you will be sent paperwork and documents that will be required prior to your arrival in the US. You are to read and answer ALL emails :</p>
Should Exchange Visitors contact Host Entity before arrival	Yes
Upon arrival, Exchange Visitors should report	
Phone number	
Preferred arrival days	Any day
Preferred arrival times	Anytime

Section 6

ADDITIONAL INFORMATION

Social Security Information	
Address of the nearest social security office	2414 Northgate Dr, Salisbury, MD 21801
Distance of SSO from SOA	32.3 miles
Will Host Entity provide transportation to the nearest Social Security office	Yes
Will Host Entity help Exchange Visitors make copies of the necessary documents	Yes
Other Social Security assistance provided	<ul style="list-style-type: none"> - Host company will arrange transportation to nearest Social Security Office. - The Host Company will make appointments for approximately 10 days after you are in country. They will arrange transportation at a cost of approximately \$20 - \$25 round trip we don't have 2024 pricing yet. All students must go to the appointments we make and the transportation we arrange.

Section 7

POTENTIAL CULTURAL ACTIVITIES

Pizza Night
Day trips to Washington DC
Busch Gardens
NYC and Niagara Falls NY
http://ocworkforce.com/ https://www.facebook.com/OCWorkforce