



WORK & TRAVEL USA

Salmon Falls Resort - Front Desk

HOST INFORMATION

Company Description:

Join us at Salmon Falls Resort and work on the side of gorgeous mountain overlooking the ocean! Perks include:

Affordable Housing (\$62.50 per week) - Meals included!

Fishing Excursions and Hiking Trips

Company celebrations and more!

Salmon Falls Resort-

Managed by Highgate Hotels LLC, Salmon Falls Resort provides a fun-filled adventurous summer. We are looking for employees for various roles who are passionate and strive to make a difference for guest and each other. Our employees will have the opportunity to experience beautiful Alaska in an area that offers fishing, hiking and so much more!

Host Website: <https://www.salmonfallsresort.com/>

Site of Activity: *Salmon Falls Resort*

Parent Account Name: *Highgate Hotels LP*

Host Address: *16707 N Tongass Ketchikan , PO Box 5700 , Ketchikan , Alaska , 99901*

Nearest Major City: *Ketchikan , Alaska , Less than 10 miles away*

PLACEMENT INFORMATION

Job Description:

The Front Office Agent is responsible for providing attentive, courteous and efficient service to all guests during check-in, throughout their stay, and at checkout, while maximizing room revenue and occupancy. Front desk associates also assist with sales from the market/gift shop including snacks and beverages. Must be 21 to work the front desk due to alcohol sales.

Typical Schedule:

Schedules can vary depending on the flight arrivals in and out of Ketchikan.

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

Front desk duties remain relatively the same but shift hours vary from 5am - 10pm.

Drug Test required: No

COMPENSATION

Hourly Wage: \$16

Eligible for Tips: Yes

Tips can happen at the guest discretion.

Estimated weekly wages including tips: \$600

Bonus: Yes

Hourly associates can earn up to a 5% end-of-season bonus based on specific criteria tied to length of commitment, performance and guest feedback.

* All figures above are pre-tax

Estimated average number of hours per week: 38

Estimated minimum number of hours per week: 30

Estimated maximum number of hours per week: 50

Potential fluctuation in hours per week:

Our business determines our needs. Our short season May/June to September ensures more busy days.

Average number of hours per week reached by last year's seasonal employees: 38

Overtime Policy:

Yes, paid after 8 hours

Job-Specific Benefits:

Meals and Lodgings- \$250 per month includes breakfast and dinner, \$5.00 special lunch menu in the restaurant, discounted fishing trips, 20% off in restaurant. Weekly shopping trips.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: Yes

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 25lbs/11kgs

Description:

Must be an able body that can lift 25 pounds, and walk hills as we live in a tough environment.

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Working under direct sunlight

Job Training required: Yes

Length of job training:

first week

Hours per week during training period: 30

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Training will be performed by each department manager to ensure students understand and know how to do their job.

Need to wear uniform: Yes

Uniform Policy:

Black pants, Black shoes (close toed, no slip soles in good repair!! No Sandals), Black socks, Black belt

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Uniform requirements are the dress code

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events, Movie or Game Nights, Shopping Trips, Will provide information about Events, Local Resources,

Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

- Company Parties- Once per month
- Holiday Events such as 4th of July
- Game Nights
- Weekly Shopping trips to Walmart

Local Cultural Offering:

4th of July BBQ, Live Music in town, Fishing Excursions, Blue Berry Festival

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:

Housing is provided to all students- \$250 per month for housing and food- Access to refrigerator, shower, and toilets. Shared housing. Cable TV is provided. Everyone will have a roommate. We have Gym on site. Housing is on site 16707 N Tongass Hwy, Ketchikan AK 99901

Lease Agreement: No

Onsite Amenities:

WiFi: Yes

Description:

Internet is provided but it is not for streaming, only checking email and simple pages. Video games and video streaming will not be allowed. Students can pay for upgraded internet for \$100 per month.

Phone Service: Yes

Description:

Local Phone or Cell phone. AT&T works best

Kitchen facilities: Yes

Description:

Bunk House does have a kitchen. Students are welcome to cook but must clean up after yourselves otherwise privilege will be revoked

Laundry facilities: Yes

Description:

4 washers and 4 dryers total

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

Yes you can request to live with your friend or boyfriend/girlfriend

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$62.5

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: live on site- less than 2 minute walk

ARRIVAL INFORMATION

Arrival Instructions:

-Students need to take Ferry across from airport to the Ketchikan side for pick-up (cost is \$6)

-Once you arrive on Ketchikan, Salmon Falls will pick you up at Airport- Please email flight information

- All students must send Flight information by April 15th

Suggested Arrival Airport:

Ketchikan, KTN, Less than 10 miles

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

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

Salmon Falls Resort

16707 N Tongass Hwy

Ketchikan , Alaska 99901

9075704420

\$0 to \$25

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: No

Social Security Number:

Require participants to apply for SSN before arrival at worksite: Yes

Details about how to apply for Social Security Number:

Each student needs to apply for Social Security prior to arrival either in Seattle or Juneau. Ketchikan does not have a social security office. - Students must go to Juneau prior to arriving Ketchikan for Social Security. The Social Security Office is only open Monday-Friday in Juneau. Must arrive on Monday-Thursday to get to SS office. - No Social Security in Ketchikan

Nearest SSA Office: Juneau , Alaska , Over 50 miles

Other:

Wage Payment Schedule:

Employees are paid twice per month

Meal Plan: Mandatory

Estimated Cost Per Day: \$11.5

Meal Plan Description:

Housing and Food cost \$250 per month. It is deducted out of your paycheck. Meals are provided in our employee dining room.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

Well groomed, no facial piercings, good hygiene (must shower), no body order, must be uniform. Bring Black pants, black shoes, and black belt, and Black Socks.

Second Job Availability: Yes, likely

Applicable Company Policies:

Smokers must smoke at the smokers tent

COMMUNITY AMENITIES

Walking Distance from Housing:

Fitness Center

In Town, Requires Transportation:

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

