



Mount Washington Cruises - Food Service

HOST INFORMATION

Company Description:

The M/S Mount Washington is a proud symbol of the State of New Hampshire and a source of community pride in the Lakes Region. Celebrating its 150 year anniversary in 2022, the M/S Mount Washington and her sister ships have invited millions of visitors aboard to learn about and explore beautiful Lake Winnepesaukee.

Situated at the foothills of the White Mountains, Lake Winnepesaukee spans 72 square miles of crystal clear water and scenic beauty. From its home port in Weirs Beach, the company offers departures from the ports of Wolfeboro, Meredith, Center Harbor, and Alton Bay.

Weirs Beach itself is a popular destination, offering not only historic significance in American History, but a large sandy beach and vibrant boardwalk with restaurants, shops, bars, and amusements. Just five miles north in Meredith, a waterfront boardwalk connects a number of country inns with additional restaurants, shops, a winery, and theaters. And just a short trip on the M/S Mount Washington will bring you to Wolfeboro, the oldest summer resort in America. Wolfeboro offers cafes, craft breweries, museums, and art galleries. The Lakes Region also offers a huge array of outdoor activities, including boating, hiking, paddle board and swimming.

So while you work to continue the legacy of the M/S Mount Washington and her crew, there is plenty to see and do during your stay.

We look forward to welcoming you!

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

Site of Activity: Mount Washington Cruises

Parent Account Name: Mount Washington Cruises

Host Address: 211 Lakeside Ave Laconia , New Hampshire , 03246

Nearest Major City: Boston , Massachusetts , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

GENERAL SUMMARY:

Under general direction from the General Manager and in accordance with applicable policy and procedures, Food Service employees are responsible for providing excellent service and superior food quality to our guests. Food service employees may be called upon to work in a number of capacities, including food preparation, table service, snack bar, banquet service, bussing, and cleaning.

ESSENTIAL JOB FUNCTIONS:

- Understanding the importance of fast, efficient and friendly service, 100% Guest Satisfaction
- Taking pride in his/her appearance while adhering to company dress code
- Menu/ feature menu knowledge

- Accurately input all orders on the Point of Sale System
- Responsible for attention and prompt response to the guests needs and requests throughout their entire visit.
- Sanitation during service
- Follow all policies for handling a guest with an allergy
- Follow all policies regarding alcohol service
- Presenting an accurate guest check, accept payment, and quickly and accurately completing the transaction.
- Ensure that all cash and credit card slips are retained and organized throughout your entire shift
- Alerting MOD with every complaint immediately
- Completing end of shift cleaning including section's tables, chairs, walls and floors.
- Setting up/ breaking down sections
- Executing running side-work including stocking rolls, filling ice bins, making coffee, and wiping counters.
- Executing end of shift side-work as assigned by the MOD.
- Following all safety procedures
- When required either by unit volume or staffing levels, capable of working a minimum of 4 consecutive hours without a break.

1) Communication:

- Accurately and effectively communicates with guests, staff and management.
- Reads required Company and unit Memos, Safety Posters, performs required tasks and follows new policies.
- Communicates all issues regarding the guests, staff or restaurant to the General Manager, Captain, or Direct Supervisor in an effective and timely manner.

2) Administrative Requirements:

- Accurately punch in and out of the company time clock.
- Declares any required tips on company tip sheets
- Organizes and presents cash out with all required slips and cash
- Reviews the schedule on a weekly basis

Typical Schedule:

This position requires the employee to be available to work a mixture of day, evening and double shifts. Weekends and/or holidays are a must.

Seasonal changes to job duties or available hours: Yes

We offer cruises from May to October, bridging three seasons. Our cruise schedule may vary by season.

Drug Test required: No

COMPENSATION

Hourly Wage: \$15

Eligible for Tips: Yes

Employees are eligible for tips for functions, charters, and cruises where table service is offered. It is suggested that all tips are split with the bartender providing beverage service.

Estimated weekly wages including tips: \$600

Bonus: No

** All figures above are pre-tax*

Estimated average number of hours per week: 40

Estimated minimum number of hours per week: 35

Estimated maximum number of hours per week: 50

Potential fluctuation in hours per week:

The peak season is in July and August, with a secondary foliage season in late September and October. Rainy days may decrease sales.

Average number of hours per week reached by last year's seasonal employees: 45

Overtime Policy:

No, exempt from paying overtime by law

Job-Specific Benefits:

Employees are eligible for lunch when working on daytime cruises on the Mount Washington, and dinner when working on evening cruises on the Mount Washington.

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

• Frequently required to climb stairs and/or balance, stoop, kneel, or crouch. • Frequently required to use hands to handle or feel objects, tools or controls

Standing for entire shift

Handling cleaning chemicals

Working outdoors

Job Training required: Yes

Length of job training:

6 shifts

Hours per week during training period: 30

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

All training will be provided once you have arrived.

Need to wear uniform: Yes

Uniform Policy:

SHOES – Primarily white, non-slip work shoes or sneakers must be worn. Shoes must be comfortable with closed toe and heel. PANTS – Crew must wear clean and wrinkle-free navy blue pants. No denim, cargo pants, or leggings may be worn. Pants should be uniform color. SHORTS – Crew may be permitted to wear shorts on hot days. Shorts must be navy blue and fall just above the knee. No denim, cargo shorts, or four way stretch fabrics. Uniform shirts, nametags, and belts will be provided.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

HAIR – Hair must be neat and clean at all times. Hair must be pulled off face and neck and may not touch the shoulders at any time. All facial hair must be neatly trimmed at all times, maximum beard length is ½ inch. ACCESSORIES – No excessive or gaudy jewelry may be worn. TATTOOS & PIERCINGS – Tattoos and piercings must be acceptable to the General Manager. No facial piercings allowed except a small nose stud. Employees with large visible tattoos may be asked to cover them during work hours.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Potlucks or Dinners, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Shopping Trips, Company Parties

Additional Details about Cultural Offerings:

Weirs Beach has fun summer feel with tourist attractions, movie theaters, a nearby concert venue, and boat rides. The lake offers opportunities for swimming, boating and canoeing.

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:

Housing will be addressed during the interview process.

Lease Agreement: No

Onsite Amenities:

WiFi: Yes

Description:

WiFi

Phone Service: Yes

Description:

Participant will need to purchase a phone on arrival.

Kitchen facilities: Yes

Description:

Standard Kitchen

Laundry facilities: Yes

Description:

Coin operated washer and dryer in town

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 3

Suggested Occupancy Per Room: 2 - 3

Rooming Arrangement Description:

Housing will be discussed during the interview process.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$100

Housing Cost Deducted from Paychecks: No

Description:

Direct deposit or cash

Utilities Costs: No

Housing Deposit: No

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: You walk

ARRIVAL INFORMATION

Arrival Instructions:

We suggest flying into Boston International Airport (BOS) which offers more flight options and is typically more affordable for students.

Upon arrival, we suggest that students take a bus from Concord Coachlines (<https://concordcoachlines.com>) north to Meredith, NH. The cost of a one-way bus ticket will be about \$30.00, with an approximate travel time of approximately 2.5 hours. Busses depart at 7:25 AM, 9:25 AM, and 3:25 PM.

Students **MUST** email their arrival information to Jared Maraio (jared@cruisenh.com) at least 2 WEEKS prior to arrival to the United States. Company transportation will be provided from the bus station in Meredith, NH to housing.

Suggested Arrival Airport:

Logan Airport Boston, MA, 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:

Holiday Inn Boston Logan Airport Chelsea
1012 Broadway St.
Chelsea , Massachusetts 02150
<https://www.holidayinn.com>
(617) 884-3330
\$150 to \$200

TRAINING AND ONBOARDING

Pre-Arrival Onboarding:

Social Security Number:

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

Details about how to apply for Social Security Number:

Employer will provide transportation and will assist with the application process.

Nearest SSA Office: Concord , New Hampshire , Less than 25 miles

Other:

Wage Payment Schedule:

Weekly paycheck, direct deposit is available.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups:

Grooming Requirements:

Cleaned, ironed uniforms. FOH may not have any piercing except a small stud in the nose. Tattoos may need to be covered at the manager's discretion.

Second Job Availability: Yes, likely

Applicable Company Policies:

Participants need to review the Employee Handbook for all rules and regulations.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Bank, Restaurants

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants

In Town, Requires Transportation:

Food Market, Shopping Mall, Fitness Center, Public Library