



WORK & TRAVEL USA

## Smugglers Cove Inn - Housekeeper

### HOST INFORMATION

#### **Company Description:**

*Smuggler's Cove Inn is a classic seasonal waterfront retreat, located in East Boothbay, Maine. The property has 54 refurbished rooms. Guests experience stunning sunsets and views of Linekin Bay from their private decks and from the newly refurbished restaurant and bar. A daily buffet breakfast is provided to all guests. The restaurant is also open for dinner for most of the season.*

*Located in Maine's unspoiled Boothbay Harbor region, Ocean Point is a picture-perfect peninsula with a rugged coastline. This unique property also offers a stretch of soft golden sand and a pier. Open from May until October, this vacation spot hosts couples, families and groups for a unique seaside experience that includes waterfront activities such as kayaking, row boats and swimming in the bay or in our heated saltwater pool. With nearby nature trails and Boothbay Harbor only a 15-minute drive away, the location is a peaceful retreat for guests and a great place to explore local attractions.*

*We offer staff onsite shared accommodation, with kitchen facilities and breakfast for a weekly fee of \$75. Discounted staff meals are available.*

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

**Site of Activity:** Smugglers Cove Inn

**Parent Account Name:** Smugglers Cove Inn

**Host Address:** 727 Ocean Point Road East Boothbay, Maine, 04544

**Nearest Major City:** Boothbay Harbor, Maine, Less than 10 miles away

### PLACEMENT INFORMATION

#### **Job Description:**

*The Housekeeper is an integral part of making the general hotel environment appealing, hygienic, and comfortable to guests. A positive, outgoing, and even-tempered attitude is essential for this position as this role reinforces our stellar reputation to keep visitors coming back to the property.*

#### **In-Room Functions and Duties:**

- Make beds
- Change sheets and towels
- Clean kitchenettes
- Dust/polish furniture and accessories
- Wash windows and mirrors
- Remove stains or marks

- Empty trash
- Sanitize bathrooms and replace amenities
- Vacuum/sweep/mop
- Check for property damage and submit appropriate reports
- Promptly deliver any items left behind to Front Desk

Other:

Laundry room duties (on rotation) - wash, dry and fold hotel laundry (towels)

- Maintain supply carts and closets
- Communicate with the supervisor and front desk when the area/room is clean.
- Respond to the needs of guests in a prompt and courteous manner.
- Fulfill requests for cots, cribs, and other “extra” items.
- Assist guests with information about inn property or local area.

**Typical Schedule:**

Shifts are generally from 9.30am to 5 pm, Monday to Sunday (with at least one full day off per week). Extended shifts may be required during busy periods.

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

High demand for housekeeping services tend to be mid-June - early October, Friday to Monday. Additional hours may be required for high turnover days which will be communicated in advance.

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$15.5

**Eligible for Tips:** Yes

Guests may pay housekeepers tips on a voluntary basis.

**Estimated weekly wages including tips:** \$600

**Bonus:** No

\* All figures above are pre-tax

**Estimated average number of hours per week:** 38

**Estimated minimum number of hours per week:** 32

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

**Potential fluctuation in hours per week:**

Peak weeks tend to be from the end of June to the end of August.

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

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Staff meals at discounted rates are offered.

## JOB REQUIREMENTS

**English Level required:**

*Upper-Intermediate*

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

*Swimming*

*Description:*

*Being on the coastline, we prefer employees to be competent swimmers. Lifeguard and first aid certificates are definitely beneficial.*

*Lifting*

*Lifting requirement: 75lbs/34kgs*

*Description:*

*Housekeepers are often required to lift garbage bags and laundry bags and have the strength to make beds.*

*Standing for entire shift*

*Handling cleaning chemicals*

*Working outdoors*

*Working under direct sunlight*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Uniform polo shirts will be provided. Participants must bring their own pants or shorts - khaki or beige-colored pants, capris, or shorts (above or at the knee) are required. Preferably a hard-wearing cotton blend. Comfortable (closed) shoes and socks are essential as there will be a lot of standing and walking. Waterproof raincoat recommended.*

*Cost of uniform: \$0*

*Uniform laundry: Provided at no cost*

**Dress Code:** Yes

*Description:*

*See uniform policy, above. In addition, nails must be kept short. Long hair must be tied back.*

## CULTURAL OPPORTUNITIES

### **Types of Cultural Opportunities:**

*Trips to Nearby/Major Attractions, Will provide information about Events, Local Resources, Attractions/Sites, Local Community*

### **Additional Details about Cultural Offerings:**

*Local events that staff may participate during their free time can be found through the local chamber of commerce.*

*Local attractions include the Coastal Maine Botanical Gardens, bars with live music, Windjammer week, local festivals etc. Student/ staff discounts may also be available.*

## 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:**

*On-site staff housing is provided. This is likely to be shared accommodation with a maximum of 6 per room. Rooms and bathrooms will be allocated according to gender (unless special requests are made for pre-existing relationships). Staff must be respectful of others living in the accommodation at all times. Staff accommodation includes a shared bathroom and a shared staff kitchen. Staff kitchens include a stove and oven, microwave, toaster and refrigerator, utensils and basic cooking equipment. Pantry items are available for use. Staff are responsible for keeping all shared spaces clean and hygienic. When off-duty, staff have access to guest amenities when not in guest use, such as the pool, kayaks, and paddleboards. Safety protocols must be followed at all times. The local YMCA also provides other recreational facilities such as a gym and basketball court. Local walking trails are also available.*

**Lease Agreement:** *Yes*

### **Onsite Amenities:**

*WiFi: Yes*

*Description:*

*Free Wifi access is available to all staff and guests.*

*Phone Service: Yes*

*Description:*

*A landline is available in the office.*

*Kitchen facilities: Yes*

*Description:*

*Shared kitchen facilities are available which include a stovetop and oven, microwave, fridge, toaster and cooking utensils and some basic pantry items.*

*Laundry facilities: Yes*

*Description:*

*A laundry facility is available before 9am or after 5pm on permitted days for staff use. Staff are responsible for washing their own linen. Laundry policies must be followed.*

### **Occupancy Requirements for Provided Housing:**

*Minimum Occupancy Per Room: 2*

*Maximum Occupancy Per Room: 6*

*Suggested Occupancy Per Room: 2 - 6*

*Rooming Arrangement Description:*

*Rooms and bathrooms will be allocated according to gender (unless special requests are made for pre-existing relationships). We will consider requests for living arrangements with friends and partners, subject to availability.*

***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: Yes*

*Cost: \$150*

*Description:*

*Participants must sign a lease agreement and pay a security deposit of \$150 as security for the performance of the terms of the Lease and for any damages caused by the participant and their visitors.*

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*The deposit is refundable, less any deductions at the end of the lease and after satisfactory room inspections are completed and keys returned. Deductions for damages and cleaning fees may be taken from the deposit.*

*Details About Deposit Refund:*

*Refunds of security deposit balances will be made in the final pay period.*

***Transportation to Worksite:***

*Walking Commute Time*

*Estimated commute time: Under 15 minutes*

*Description: Staff housing is on site.*

## ARRIVAL INFORMATION

***Arrival Instructions:***

*The recommended airports for arrival are either Boston Logan International or Portland Jetport. We have also had participants arriving in New York with a connecting flight to Portland Jetport.*

*A bus coach service is available from Logan International Airport to Portland.*

*We can provide pick-up from Portland to Smuggler's Cove Inn for a fee of around \$50 per person. Portland is about one hour's drive from Smuggler's Cove Inn.*

*Participants must email [manager@smugglerscoveinn.com](mailto:manager@smugglerscoveinn.com) as soon as your flight details are finalized and arrange for pick up. Email, phone number and contact name, arrival location, dates and times are required.*

*Transport to the local Boothbay Harbor township can be provided to participants (no more than once a week) to pick up groceries, banking and other local amenities. Competitive rates for local ubers and taxis may also be available for Smuggler's Cove Inn staff.*

*We will also provide transport to the nearest Social Security office in Augusta, Maine if needed within two weeks of arrival.*

***Suggested Arrival Airport:***

*Portland Jetport, PWM, Over 50 miles*

*Boston Logan International, BOS, Over 50 miles*

***Estimated cost of transportation to worksite from suggested airports: \$75 to \$100***

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

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

*Inn at St John*

*939 Congress St*

*Portland , Maine 04102*

*<https://www.innatstjohn.com/>*

*(207) 773-6481*

*\$75 to \$100*

*Embassy Suites by Hilton Portland Maine*

*1050 Westbrook St*

*Portland , Maine 04102*

*<https://www.hilton.com/en/hotels/pwmapes-embassy-suites-portland-maine/>*

*(207) 775-2200*

*\$75 to \$100*

## TRAINING AND ONBOARDING

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

*Participants must email their housing requests, uniform size and any food intolerances, allergies or medical conditions prior to arrival. Details of next of kin contact details must also be provided in case of emergencies.*

***Social Security Number:***

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

*Details about how to apply for Social Security Number:*

*On arrival, we will provide information for participants to start the Social Security process. We will take participants to the local Social Security Administration office in Augusta (not sooner than 10 days after arrival), to complete the process.*

*Nearest SSA Office: Augusta , Maine , Over 50 miles*

***Other:***

*Wage Payment Schedule:*

*Participants will be paid by direct deposit (or check if bank accounts are not available) bi-weekly.*

*Meal Plan: Optional*

*Estimated Cost Per Day: \$15*

*Meal Plan Description:*

*Participants are required to pay rent of \$75 per week which includes accommodation, utilities, and breakfast. A shared staff kitchen is available. Discounted staff meals are available.*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups: Yes*

*Maximum Group Size:*

*Grooming Requirements:*

*Staff must be tidy and groomed and showered before each shift. Facial hair must be shaved or trimmed. Uniform shirts will be provided. Front-of-house staff (Front Desk and Housekeeping) are required to wear khaki pants or shorts or capris (near or below knee level). Restaurant staff are to wear khaki or black pants or skirts. All staff must wear comfortable, closed walking shoes or sneakers.*

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

*The State of Maine has a comprehensive smoke-free law that prohibits smoking in all indoor areas of workplaces, restaurants, and bars. Smoking (including electronic devices) is permitted in designated outdoor areas only.*

*It is the policy of Smuggler's Cove Inn to maintain an alcohol and drug-free work environment. Staff are not permitted to work while under the influence.*

*For staff living on site: Staff are responsible for cleaning their own rooms, and washing their own clothes, sheets, and towels. Linen and towels for staff are provided. Note: staff are not permitted to use guest towels and linen. Staff must keep common areas such as the shared kitchen, bathrooms and staff lounge area tidy, clean, and hygienic – at all times.*

*Staff are permitted to use cell phones for work communication when on a shift. Staff communication is usually via WhatsApp groups. Personal use of cell phones is not permitted while staff are working on restaurant shifts.*

*Waste water on the property is managed with a septic tank therefore participants must be careful with water use and only use biodegradable personal hygiene and cleaning products.*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

*Restaurants*

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

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