



## Alaskan Hotel and Bar - Front Desk/Housekeeping

### HOST INFORMATION

**Company Description:**

**Join Our Team at The Alaskan Hotel & Bar!**

*The Alaskan Hotel & Bar, a family-owned gem in Juneau's historic downtown, is looking for enthusiastic team members. As Alaska's oldest operating hotel, established in 1913 and listed on the National Register of Historic Places since 1979, we blend Victorian charm with modern comfort. Our iconic bar is known for live music, open mics, and special events, and our hotel has been featured on three Travel Channel specials.*

**Why Work With Us?**

- *Dynamic Environment: Engage in a high-energy, vibrant atmosphere.*
  - *Casual Dress Code: Comfortable attire encouraged.*
  - *Company Outings: Enjoy fun team-building activities.*
  - *Flexible Schedule: We offer work-life balance with adaptable hours.*
  - *Central Location: Just a 10-minute walk from all downtown attractions.*
  - *Performance Bonus: Rewarded for your contributions.*
  - *Community Interaction: Connect with locals and adventurous travelers.*
- If you're passionate about service and history, come be part of a team that values both.*

**Apply today and help us continue our legacy in Juneau!**

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

**Site of Activity:** Alaskan Hotel and Bar

**Parent Account Name:** Alaskan Hotel and Bar

**Host Address:** 167 S Franklin Street Juneau , Alaska , 99801

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

### PLACEMENT INFORMATION

**Job Description:**

*Front Desk Clerk at The Alaskan Hotel will be required to check guests in and out of their rooms; take reservations; show rooms to tourists; answer the telephone; expedite calls to management or take messages; answer guests' and visitors' questions; make arrangements for guests' luggage to be taken to the docks, help guest with their luggage; communicate with the Housekeeping Staff; and do various clerical duties. This position requires the ability to think ahead, time management skills, typing ability, bookkeeping or accounting skills, computer experience or knowledge and pleasant phone manners. Desk Clerks should familiarize themselves with Juneau to offer an excellent source of information to guests and visitors on a regular basis.*

*All Front Desk will be cross trained as housekeepers*

*Housekeepers perform a combination of cleaning duties to maintain guest rooms and/or public hallway areas in a clean and orderly*

manner. Guest rooms may include: bedrooms, toilet/shower area, kitchen, living area, fireplace, and deck/porch. Job duties may include:

- Removing and collecting linens for laundering and transporting them to designated areas.
- Cleaning rugs, carpets, and upholstered furniture using vacuum cleaner.
- Dusting furniture and equipment.
- Emptying wastebaskets and cleaning them inside and out.
- Cleaning tiled floors with the use of brooms and mops.
- Using chemical-based products to clean tubs, sinks, countertops, mirrors, toilets, door panels and shower curtains.
- Replenishing trash bags, soaps, bathroom items, and other supplies.
- Transporting all trash and waste to disposal areas, as instructed.
- Removing items from refrigerator, stove, and microwave.
- Cleaning refrigerator, stove, microwave, and any additional appliances inside and out.
- Loading and unloading dishes from dishwasher, drying dishes, and putting them away in proper places.
- Demonstrate a high level of customer service. Respond to and take appropriate action to resolve concerns and complaints of guests.
- Keep supervisor/manager informed of situations relating to facility operation, patron complaints or concerns, accidents, emergency situations, damages, and potential safety hazards.
- Attend departmental and team meetings as well as participate in all additional training courses.
- Perform all duties in a safe manner.

No cell phones at work

**Typical Schedule:**

To be determined when students is put on schedule.

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

Students may be asked to work a variety of tasks at the hotel, including working in housekeeping when requested. Students should be flexible with responsibility changes.

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$18

**Eligible for Tips:** Yes

Guests may choose to leave tips for housekeepers.

**Estimated weekly wages including tips:** \$540

**Bonus:** Yes

An additional bonus will be added to the last pay check contingent on; job performance, total hours accumulated, and completion of entire stay.

\* All figures above are pre-tax

**Estimated average number of hours per week:** 36

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

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

**Potential fluctuation in hours per week:**

**Average number of hours per week reached by last year's seasonal employees: 36**

**Overtime Policy:**

*Yes, paid after 40 hours*

## JOB REQUIREMENTS

**English Level required:**



**Advanced**

**Required to be 21+:** No

**Previous Experience required:** No

**Qualifications & Conditions**

*Lifting*

*Lifting requirement: 50lbs/22kgs*

*Description:*

*Students may be asked to push or lift objects up to 50 pounds.*

*Standing for entire shift*

*Handling cleaning chemicals*

*Working outdoors*

*Working under direct sunlight*

**Job Training required:** Yes

*Length of job training:*

*One week*

*Hours per week during training period: 30*

*Different wage during training period: Yes*

*Training wage description:*

*Students will receive a wage of \$9.75/hr during training.*

*Start on specific day of the week: No*

*Training requirements:*

**Need to wear uniform:** Yes

*Uniform Policy:*

*Students should bring black, non-slip shoes and black or khaki pants. Students will be provided with a uniform top. First tshirt is free, and any additional shirts are \$10 each.*

*Cost of uniform: \$0*

*Uniform laundry: Provided at additional cost*

*Uniform Laundry Cost (per week): \$3*

***Dress Code: No***

## CULTURAL OPPORTUNITIES

***Types of Cultural Opportunities:***

*Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Trips to Nearby/Major Attractions, tram trip up the mountain*

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

*Juneau has an amazing state museum . There is a tram to the top of Mt Robert, from which are several hiking trails and places of interest. One block from the hotel is a large library. There is of course fishing opportunities . And we have one of the only Glaciers that is accessible by car or bus.*

***Local Cultural Offering:***

*Juneau offers an abundance of outdoor adventures and cultural events including:*

- *HikingMountaineering*
- *Canoeing*
- *Glaciers*
- *Beaches*
- *Fishing & hunting*
- *Rock climbing*
- *Bear viewing*
- *Ziplining*
- *Whale watching*
- *4th of July festivities*
- *DIPAC Salmon Hatchery*
- *Folk 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:***

*The students stay in the Alaskan Hotel in rooms with 2 twin beds and shared down the hall bathrooms. We do provide the linen, but the students are responsible for washing their linen and cleaning their rooms. The address is Alaskan Hotel 167 S. Franklin St. Juneau, Alaska 99801*

**Lease Agreement:** No

**Onsite Amenities:**

WiFi: Yes

Description:

High-speed internet, with no throttling.

Phone Service: Yes

Description:

There are phones in the rooms and at the desk

Kitchen facilities: Yes

Description:

There is a kitchenette in each of the rooms that will house 2 students

Laundry facilities: Yes

Description:

There is a coin-op laundry on site.

**Occupancy Requirements for Provided Housing:**

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 2

Suggested Occupancy Per Room: 2

Rooming Arrangement Description:

There are two twin beds in each room. The bathrooms are down the hall not in the room. It is fine to request to stay in a room with their friend/partner. Each room has a small fridge, a sink, 2 burners and a microwave. A single room may be possible, but participants will be charged double the housing cost per week (\$220).

**Provided Housing Cost:**

Required to Pay for Provided Housing: Yes

Cost per Week: \$110

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: Yes

Cost: \$200

Description:

It will be deducted from the first paychecks.

Housing Deposit Refundable: Yes

Conditions for Deposit Refund:

As a rule we return the full deposit. Only if something was broken or if the student moved out early without permission do we hold any part of the deposit.

Details About Deposit Refund:

The final check will be deposited to the student's bank account, if they leave earlier.

### **Transportation to Worksite:**

*Other*

*Estimated commute time: Under 15 minutes*

*Estimated cost: \$0*

*Description: students live at the worksite in the hotel*

## ARRIVAL INFORMATION

### **Arrival Instructions:**

*There is a city bus that stops close to the airport during the day on weekdays. dollars Otherwise the only option is a taxi. It will take about 15 to 20 minutes to get to the hotel I would like travel info by March 1st 2020.*

*My contact info is:*

*Bettye Adams*

*bettye@thealaskanhotel.com*

*907 318 9474*

*907 723 2241 cell*

*Both the food store and the social security office are only a couple of blocks from the hotel either walking of taking a bus is possible.*

### **Suggested Arrival Airport:**

*Juneau international, JNU, Less than 25 miles*

**Estimated cost of transportation to worksite from suggested airports: \$25 to \$50**

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

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

*Alaskan Hotel*

*167 S Franklin st.*

*Juneau , Alaska 99801*

*http:www.thealaskanhotel.com*

*907 586 1000*

*\$100 to \$150*

## TRAINING AND ONBOARDING

**Pre-Arrival Onboarding:** No

### **Social Security Number:**

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

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

*They will need to go to the Federal building after 11am on Monday through Friday.*

*Nearest SSA Office: Juneau, Alaska, Less than 10 miles*

**Other:**

*Wage Payment Schedule:*

*Students are paid every 2 weeks on Friday*

*Meal Plan: Not available*

*Provide Certificates/Performance Evaluations: Yes*

*Hire in Groups: No*

*Grooming Requirements:*

*They need to be clean and presentable and wear an Alaskan t-shirt (if available).*

*Second Job Availability: Yes, likely*

*Applicable Company Policies:*

*No smoking is allowed at the Alaskan Hotel. Cell phones are not to be used for personal texting or talking on working time. The hotel provides internet but not for streaming or long periods of use. There are "switch of shift forms" for the employees to fill in and have approved to not work their shift. The work at the hotel can not conflict with a second job.*

*Each disciplinary interaction will take away 20% of the bonus.*

## COMMUNITY AMENITIES

***Walking Distance from Worksite:***

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

***Walking Distance from Housing:***

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