



## Bluefin Bay Resort - Food and Beverage Resort Worker

### HOST INFORMATION

**Company Description:**

*Bluefin Bay Family of Resorts is the destination resort of choice on the North Shore of Lake Superior. Summer is an exciting time. Students have the opportunity to participate in a variety of summer activities including: Stand Up Paddleboarding, kayaking, canoeing, fishing, hiking, biking, bingo, seeing wolves at the Ely Wolf Center, attending the Grand Marais Art Fair, visiting Grand Portage for indigenous Rendezvous Days as well as visiting Grand Portage National Monument and High Falls.*

*Guests travel from all over to enjoy a multitude of outdoor recreational activities in the pristine lake country of northern Minnesota. Being located right on the shore of Lake Superior, our guests are treated to spectacular views and cool breezes from the lake during the summer. After a busy day out enjoying our beautiful surroundings, guests and employees can wind down in one of our pools, hot tubs, saunas or even a massage at our spa. Our guests also enjoy a great meal at one of our award winning restaurants. People have been vacationing with Bluefin Bay for the past 40 years and they have come to enjoy the interaction of meeting people like you from around the world!*

**Host Website:** <http://www.bluefinbay.com>

**Site of Activity:** Bluefin Bay Resort

**Parent Account Name:** Bluefin Bay Resort

**Host Address:** 7192 West Highway 61 Tofte , Minnesota , 55615

**Nearest Major City:** Duluth, MN , Minnesota , Over 50 miles away

### PLACEMENT INFORMATION

**Job Description:**

*To serve customers in a friendly, organized, efficient, flexible and enthusiastic manner. As a server, you would have the opportunity to create lasting memories and be an integral part of the Bluefin Bay Resort experience. A successful candidate will help fulfill our mission to deliver exceptional hospitality to all guests. This position also involves Hosting, which is seating guests and greeting them and also dishwashing.*

- Accurately take food and drink orders.*
- Make specialty coffee and tea beverages.*
- Engage with customers in a friendly manner.*
- Have knowledge of the menu, beverage lists, with the ability to make suggestions.*
- Ensure tables are enjoying their meals and be proactive to correct any problems.*
- Prepare and present checks to customers.*
- Collect payments from tables.*
- Perform any additional tasks requested by restaurant management.*
- Promote positivity in the workplace.*

- Smile, memorize and work together.
- Perform all duties in a safe manner.

**Typical Schedule:**

The schedule is varied, five to eight hour shifts. Days of work are generally consecutive, with 2 days off. Occasionally work schedules are modified with a day off between work days.

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

Our resort operates 7 days a week. Work is scheduled to meet the needs of our visiting guests. Schedules are posted 10-days in advance and do include weekends on a rotational basis.

**Drug Test required:** No

## COMPENSATION

**Hourly Wage:** \$14

**Eligible for Tips:** Yes

Our resort guests appreciate and reward excellent service in accordance with their means. The hourly wage changes depending on your position but participants can expect to make an average of \$14/hour.

**Estimated weekly wages including tips:** \$559.99

**Bonus:** Yes

A season's end bonus of up to \$0.50 per hour is offered to all our WAT workers based on a performance appraisal by their manager for all regular hours worked during their contract dates.

\* All figures above are pre-tax

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

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

**Estimated maximum number of hours per week:** 50

**Potential fluctuation in hours per week:**

Weekly workloads are determined by guest occupancy rates which vary according to holidays, regional events and favorable weather. Thursday-Mondays are busier than mid-week.

**Average number of hours per week reached by last year's seasonal employees:** 40

**Overtime Policy:**

Yes, paid after 40 hours

**Job-Specific Benefits:**

Bluefin encourages employees to enjoy our resort facilities, including swimming pools, fitness centers, restaurants and summer recreational activities, such as hiking, canoeing, kayaking and bicycling

## JOB REQUIREMENTS

**English Level required:**



**Required to be 21+:** No

**Previous Experience required:** No

### **Qualifications & Conditions**

*Lifting*

*Lifting requirement: 25lbs/11kgs*

*Description:*

*Students must be able to stand, walk, bend and twist and reach with hands and arms and have average dexterity. The student is frequently required to climb, stoop, kneel and crouch, while being able to hear and participate in conversation. They must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds from the ground to waist and occasionally overhead. They must perform all duties in a safe and conscientious manner.*

*Standing for entire shift*

*Handling cleaning chemicals*

*Working outdoors*

*Other qualifications or conditions*

*Description:*

*• Students need to display courtesy, respect and discretion in all interactions with co-workers, guests and members of our community. They agree to practice good personal hygiene. • Due to the duties of this job, employees can't suffer from allergies to cleaning chemicals, dirt and dust. Face masks are provided if needed. • Housekeepers are required to use chemical based cleaners in the performance of their daily duties. • Employees must be able to read, write and understand instructions and be able to respond, in the English language. • Housekeepers will be required to walk or stand for long periods of time, push and pull linen carts and lift up to 25 pounds frequently. • Housekeepers are required to work in small spaces such as showers and toilet areas. • Employees must be able to work continuously in indoor areas. • Employees, may be exposed to outdoor elements, such as rain, snow, sleet, wind and cool temperatures. • Employees agree to be moved to other work areas as needed.*

**Job Training required:** Yes

*Length of job training:*

*Two weeks*

*Hours per week during training period: 32*

*Different wage during training period: No*

*Start on specific day of the week: No*

*Training requirements:*

Training will begin on the students first day of work. Students will shadow an assigned Trainer, who demonstrates and engages them in hands-on participation in the essential job functions of a resort housekeeping specialist.

**Need to wear uniform:** Yes

*Uniform Policy:*

Uniforms are provided at no cost and must be returned at end of the contract in good condition.

*Cost of uniform:* \$0

*Uniform laundry:* Participant responsibility

**Dress Code:** Yes

*Description:*

Students are advised to bring two pair of black dress pants. Tops and non-slip shoes will be provided. Students are strongly advised to familiarize themselves with the employers dress code detailed in the Employer Profile, specifically outlining grooming ,personal hygiene, tattoo and piercing guidelines. Students are also advised to bring clothing suitable for northern Minnesota's climate.

## CULTURAL OPPORTUNITIES

**Types of Cultural Opportunities:**

Company Parties, Movie or Game Nights, Shopping Trips, Trips to Nearby/Major Attractions, Potlucks or Dinners, Biking, Hiking, SUPing, Kayaking, Canoeing

**Additional Details about Cultural Offerings:**

Others include: Ely Wolf Center, Grand Marais Art Fair, Grand Portage for indigenous Rendezvous Days as well as visiting Grand Portage National Monument and High Falls. We are located 90 miles from the nearest shopping mall and we provide free shuttle service to Duluth, MN on a weekly basis.

## 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:**

The address for all housing is: Bluefin Bay Family of resorts 7192 W. Highway 61 Tofte, MN 55615 Bluefin Bay offers three different housing options: Cabins: 3 bedrooms, 2 students per room, 1.5 bathrooms, laundry room, kitchen / common area. Dorm: 5 bedrooms, 2 students per room, 2 bathrooms, kitchen and living room, washer/dryer. Apartments: 2-3 bedrooms, 2 occupants per bedroom, 1.5 bathrooms, kitchen, common living area and laundry room. Bedding and linens are provided. All units have WiFi and Satellite TV at no cost Heat and electric service is included in rent. Kitchens are completely furnished, including cooking utensils, dinnerware, stove, oven, microwave and refrigerator.

**Lease Agreement:** Yes

**Onsite Amenities:**

WiFi: Yes

*Description:*

Bluefin Bay provides WiFi/Internet access at no cost to all occupants residing in employee housing.

*Phone Service: Yes*

*Description:*

*Internet access and landline phone service is available 24/7 in our Guest Services building.*

*Kitchen facilities: Yes*

*Description:*

*All employee housing has a fully furnished kitchen and common living area.*

*Laundry facilities: Yes*

*Description:*

*Each housing unit has a laundry room with coin operated washer and dryer.*

**Occupancy Requirements for Provided Housing:**

*Minimum Occupancy Per Room: 2*

*Maximum Occupancy Per Room: 2*

*Suggested Occupancy Per Room: 2*

*Rooming Arrangement Description:*

*Bluefin Bay does offer co-ed housing. Roommate requests will be considered but cannot be guaranteed. Bluefin Bay offers three different housing options: All units have WiFi and satellite TV. Cabins: 3 bedrooms, 2 students per room, 1.5 bathrooms, laundry room, kitchen / common area. Dorm: 5 bedrooms, 2 students per room, 2 bathrooms, kitchen and living room, washer/dryer. Apartments: 2-3 bedrooms, 2 occupants per bedroom, 1.5 bathrooms, kitchen, common living area and laundry room.*

**Provided Housing Cost:**

*Required to Pay for Provided Housing: Yes*

*Cost per Week: \$112.5*

*Housing Cost Deducted from Paychecks: Yes*

*Utilities Costs: No*

*Housing Deposit: Yes*

*Cost: \$200*

*Description:*

*Rent and housing deposits are deducted from employee paychecks beginning with the first paycheck. Deductions are taken in equal amounts per check to balance net pay evenly.*

*Housing Deposit Refundable: Yes*

*Conditions for Deposit Refund:*

*The Security deposit is refundable at the termination of employment provided there is no damage sustained to the living quarters, and it is thoroughly cleaned. Students must also stay through their entire contract dates to receive their deposit refund.*

*Details About Deposit Refund:*

*The security deposit is credited back to the employee on their final paycheck.*

**Transportation to Worksite:**

*Walking Commute Time*

*Estimated commute time:*

*Description: All housing is within easy walking distance along the neighborhood roads and pathways owned by the resort.*

## *Biking*

*Estimated commute time:*

*Bicycles are provided free of charge: No*

*Bicycles are not provided: No*

*Bicycles are available to rent: Yes*

*Estimated cost: \$75*

*Total: Yes Per Day: No*

*Description: The main route is along the resort roadway and bike path.*

## ARRIVAL INFORMATION

### ***Arrival Instructions:***

***BECAUSE OF THE DISTANCE FROM DULUTH, MN TO BLUEFIN BAY IN TOFTE, MN IT IS VERY IMPORTANT THAT AFTER YOUR VISA IS APPROVED YOU CAREFULLY FOLLOW THESE TRAVEL INSTRUCTIONS:***

***You need to book your flight to arrive at the Duluth International Airport on flights that arrive on a Monday or before 2:00pm on a Tuesday. This is necessary because shuttles are only available on Tuesdays! There is no commercial shuttle service from Duluth to Tofte.***

*1. Because Bluefin Bay is 90-miles from the Duluth airport, the Bluefin Shuttle only does employee pick-ups on Tuesday before 2:00pm. If your flight arrives in Duluth on Monday, you will need to stay overnight in Duluth, at your expense. The Bluefin Shuttle will pick you up the next morning following your overnight stay.*

*2. **IMPORTANT:** You must email the flight itinerary provided by your airline no later than 14-calendar days prior to your arrival. Please email your itinerary to:*

*Ana Koch anak@bluefinbay.com*

### ***Suggested Arrival Airport:***

*Duluth International Airport, DLH,*

*Minneapolis/St. Paul International Airport, MSP,*

***Estimated cost of transportation to worksite from suggested airports:***

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

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

*Econo Lodge Motel  
4197 Haines Road  
Duluth , Minnesota 55811  
info@yourchoicehotels.co  
218-722-5522*

*Radisson Harborview  
505 W Superior St  
Duluth , Minnesota 55802  
Ana at Bluefin can help you make this reservation  
call Bluefin contact*

## 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:

Bluefin Bay arranges shuttle trips to the Social Security Office in Duluth, MN approximately 2-3 weeks after their arrival so they can submit their application for a social security number.

Nearest SSA Office: Duluth , Minnesota ,

**Other:**

Wage Payment Schedule:

Employees are paid semi-monthly on the 8th and 23rd of each month. Payment is made through direct-deposit.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: No

Grooming Requirements:

Grooming requirements reflect best practices for the hospitality industry. Personal hygiene requires regular bathing and use of deodorant. Offensive body odor is not allowed. Hair must be clean and easy to maintain. Beards, mustaches should be trimmed. Tattoos must be tasteful and unoffensive, absent of lewd content or vulgar language. No facial tattoos are allowed. No tongue piercings or ear gauges are allowed. Management discretion is reserved in regards to safety and sanitation.

Second Job Availability: Yes, likely

Applicable Company Policies:

The Employee Handbook is provided to all employees during on boarding and expectations are reviewed for everyones benefit and understanding.

## COMMUNITY AMENITIES

**Walking Distance from Worksite:**

Food Market, Post Office, Bank, Restaurants, Internet Cafe

**Unavailable:**

Shopping Mall, Fitness Center, Public Library

