

Position Details

Overview

Position Title: *Front Desk Attendant (Late)-Sum27*

Position Code: *PC1648389*

Host Company Name: *Grand Islander Hotel (Put-In-Bay, OH)*

Host Company Description:

The Grand Islander Hotel is located in the village of Put-in-Bay on beautiful South Bass Island. Our fifty room hotel features freshly renovated rooms, a prime location and the most diverse assortment of bars in the region.

Guests can sip on cold cocktails in the pool at the World's Largest Swim-up Bar, be a pirate for an afternoon and swap harrowing tales of misadventure, put out the fire of the afternoon heat as they sit around an old fire truck, and dance the night away at the only Vegas style nightclub in the area.

At the Grand Islander Hotel, you are in the heart of all the action on Put-in-Bay. You are just steps away from great restaurants, historical attractions, our beautiful lake and the most fun you will have all summer. You are also a short boat ride away from Cedar Point, the best amusement park in the world, as well as the other Lake Erie Islands. There is no place in the world like Put-in-Bay.

Interested in a Summer Job that takes you to a beautiful island resort community? Come experience "Island Life" at the most popular Island in the Great Lakes Region!

City: *Put IN Bay*

State: *OH*

Gender Preference: *No Preference*

English Level: *Advanced*

Minimum Age: *18*

Earliest Start Date: *5/31/2027*

Earliest End Date: *9/30/2027*

Latest Start Date: *6/6/2027*

Latest End Date: *10/1/2027*

Position Details

Average Hours/Week: *40*

Typical Schedule:

Participants will be expected to work a rotating schedule consisting of morning, afternoon and evening shifts. Working weekends and holidays is required.

Additional Hours Details:

You will average 32 hours per week over the course of your program. Some weeks may be less, some weeks may be more depending on business needs. Overtime is possible but not a guarantee.

Position Description:

Front Desk positions are responsible for displaying a professional, pleasant attitude to all customers. Job duties include greeting guests, taking reservations, checking people in and out, helping guest with problems, answering phones, handling U.S. currency, and general office help. This position requires excellent skills in English. This position will provide the opportunity to work directly with the public and gain skills in American customer service. Your employer may ask you to perform other duties related to your job type.

Additional Description

As a front desk worker, you will provide excellent customer service to our guests. Including but not limited to:

- Perform all check-in and check-out tasks*
- Manage phone reservations*
- Inform customers about payment methods and verify their credit card data*
- Register guests collecting necessary information (like contact details and exact dates of their stay)*
- Welcome guests upon their arrival and assign rooms*
- Provide information about our hotel, available rooms, rates and amenities*
- Respond to clients' complaints in a timely and professional manner*
- Communicate with our housekeeping staff to ensure all rooms are clean, tidy and fully furnished to accommodate guests' needs*

Receptionist experience a plus but not necessary.

You must arrive by the date agreed upon during the interview, and written on your work offer, and are expected to work until the last day listed on your work offer.

You will be expected to arrive to work on time, every day, and dressed in proper uniform.

Friends traveling together cannot be guaranteed the same day off or the same scheduled shift. Please be prepared for this.

SECOND JOBS

Second jobs are permitted. Participants must be available for every shift they are scheduled to work at Grand Islander and their second job must not interfere with their work performance. The Host Company is not required to provide participants with a set schedule, and friends traveling together may not be able to have the same shift or same day off. Please be prepared for this.

Intrax participants are not permitted to start working at a second job without first obtaining approval from Intrax.

Required Duties:

- Greeting guests upon arrival*
- Answer phones*
- Taking and making guest reservations over the phone and in person*
- Register guests at the Front Desk and assisting with check in's*
- Collect payment for rooms*
- Provide room keys*
- Log wakeup and notification calls*
- Ensure cleanliness and a pleasant atmosphere of front desk and lobby areas at all times*
- Handle guest complaints and problem solving*
- Complete required reports correctly and in a timely manner*
- Have the ability to work a varied schedule*

Handle multiple line phones and take messages
Use basic office equipment
Ability to work with diverse populations in a supportive and positive manner
Display a friendly and welcoming personality and attitude to guests and employees. Provide outstanding guest service

Remain calm in a hectic fast-paced atmosphere
Demonstrating a high level of organization attention-to-detail and a sense-of-urgency
Displaying a positive and outwardly friendly attitude toward guests and co-workers

Skills Required:

Superior customer service skills are a must. Excellent organizational and multi-tasking skills will be needed. You must be able to work on your feet for long periods of time. This position requires being able to work in a very fast paced environment.

Supplies Required:

Please bring black, white, or tan modest length shorts or pants, closed toe comfortable shoes and your Host Company will provide two works shirts for free. You can also purchase additional shirts for \$11 a piece if you choose to.

Supplies Cost:**Company Policies:**

Interview Required?: No

Additional Information:**Training Dates:****Different Training Period Wage:****Physical Demands:**

Must be able to stand for long periods of time; Must be able to work with cleaning and sanitation products; Performing duties which require bending, reaching, and/or lifting; Lifting & transporting up to 25/30/50/100 pounds

Drug Testing Requirements:**Meals Included:****Transportation:****Host Placement - Related Costs:****Benefits Provided by Host:**

Pay Rate: USD 15.00

Pay Frequency: Bi-Weekly

Pay Notes:

Overtime Available? Yes

Overtime Rate: 22.50

Days Before Start of Work: 1

Tipped Position? No

Accepts Couples? No

Accepts Groups? Yes

Second Job Allowed? Yes

Company Provided Housing? Yes

Arrival Information

Recommended Airport: *Cleveland Hopkins International Airport (CLE)*

5300 Riverside Dr, Cleveland, OH 44135

Nearest Bus Station: *GO BUS* <https://ridegobus.com/routes/>

Located in Sandusky, OH and Port Clinton, OH

Greyhound Bus Station

Located in Sandusky, Ohio

www.greyhound.com

Nearest Train Station: *Sandusky, Ohio*

www.amtrak.com

Transportation to Company:

You will be responsible for providing your own transportation to and from work. Housing will be located within walking or biking distance of your work location.

Reporting Instructions: *All participants must contact the employer with your travel arrangements before your arrival to the USA.*

You MUST check in on your MY INTRAX account the day you arrive in the United States.

Travel Instructions:

Fly into Cleveland Hopkins International Airport and then take the GO BUS to Port Clinton, Ohio or to Sandusky, Ohio.

<https://ridegobus.com/routes/>

Upon arriving to Port Clinton or Sandusky take an Uber to the Jet Express boat Dock (www.jet-express.com). The Jet Express does not run from Sandusky every day until some time in June. Please be sure to check the Jet Express schedule to determine if you will travel to Sandusky or Port Clinton to get the Ferry to the Island.

Purchase a one-way ticket to Put-In-Bay from the Jet Express ticket window.

Nearest Social Security Office: *Closest Social Security Office:*

*252 WAYNE STREET
SANDUSKY, OH 44870*

Social Security Instructions:

The Employer can assist you with how to arrange travel to the Social Security office in Sandusky, Ohio

You must wait at least 7 days after checking in on your MY INTRAX account before applying for Social Security.

Area Information

Area Information:

Put-In-Bay, Ohio, on South Bass Island has been an ideal stopping point for boaters ever since Native Americans "put in at the bay" during their many journeys across Lake Erie.

<https://www.visitputinbay.org/>
<https://putinbay.com/>

Since 1864 the island has been a tourist destination and hundreds of thousands of visitors have enjoyed the small town quality and quaintness of this island resort community every year.

More than three-quarters of a million visitors visit the downtown area each season and enjoy the Victorian era buildings that dominate Delaware Avenue. Put-in-Bay offers a wide variety of activities for the entire family: A narrated island tour, charter fishing, nine holes of golf, a visit to our 6,000 square foot historical museum, biplane rides, a tour of an historic island press house, a visit to our Butterfly House, helicopter tours of the islands, boating, sailing, swimming, a Nature Trail, 18 holes of miniature golf, gem mining, an antique car museum, para-sailing, cave tours, two wineries, beautiful vineyards, excellent dining, RC car racing, a stop at the Perry Memorial's Visitors Center, a visit to the Nature Museum, kayaking, jet skiing, fishing, and a visit to our aquatic resource center are all activities you will want to take part in when staying on the Island.

There's also an exciting mix of unique shops, restaurants and nightlife that can't be beat!

During the afternoon and evening you'll find a wide selection of musical entertainment throughout the "Village Square" and there's always something to do!

We invite you to spend the summer in Put-In-Bay and learn to "Celebrate Island Style".

Climate:

Summer temperatures on the Island range from 65-85 degrees during the day and 55-75 degrees at night.

Closest Major Cities:

*Toledo, Ohio is 38 miles away
 Detroit, Michigan is 48 miles away
 Cleveland, Ohio is 51 miles away.*

Distances to major cities do not include the 45 minute ferry ride from the Island to the Mainland.

Cultural Opportunities:

There are so many cultural opportunities available to you that you won't have time to get bored. Here's just a few of the exciting things to do:

- *Island Tours of Put-In-Bay and Kelley's Island.*
- *Perry's International Peace Memorial*
- *Kayaking*
- *Hiking*
- *Rock and Roll Hall of Fame in Cleveland, Ohio*
- *Museums*
- *Cedar Point Amusement Park in Sandusky, Ohio*
- *Boating, swimming, Jet Skiing and other water sports.*
- *Beaches and Parks*
- *Community Events*

Website: <http://Grandislanderhotel.com>

Additional Website Info:

Accommodation Option: Grand Islander Employee Housing

Company Arranged: Yes

Company Recommended: Yes

Description:

Housing is provided by the Host Company. Participants working at The Grand Islander are expected to live in the housing provided. Participants who choose not to move into employee housing, or who move out of housing early, may be required to resign from their position at Grand Islander Hotel.

Housing is in cabins and each cabin will be shared by 2 people. Rooms are furnished with beds, linens, dresser, microwave, air fryer for cooking, wifi and air conditioning. Some housing may also be provided at the hotel. Whether your assigned housing is the hotel or in the cabins will be determined based on availability at the time of your arrival.

All utilities are included.

Estimated Weekly Cost: USD 130.00

Additional Weekly Cost:

Additional Cost Description:

Housing in \$130 per week/per person

There is a \$200 Housing Deposit due at time of move in. The Housing Deposit is refundable as long as you complete the work dates agreed to in your Job offer, do not quit your job or move out early, and do not cause damage to housing.

Commute Options: Walking; Bicycle

Commute Cost:

Company Provides Transportation: No

Estimated Distance to Company: *Housing is located approximately 1 mile from the work location/ 5 minute bike ride.*

Gender Restrictions: None