

Position Details

Overview

Position Title: *Front Desk Attendant-Sum27*

Position Code: *PC1688764*

Host Company Name: *Brighton Suites (Rehoboth Beach, DE)*

Host Company Description:

Brighton Suites is a smoke-free hotel that is conveniently located in downtown Rehoboth one short block from the boardwalk. Enjoy easy access to all of Rehoboth's recreational activities, amazing tax-free shopping, and the area's world-class restaurants and eateries.

The boardwalk is one of the reasons that Rehoboth Beach is consistently rated as one of the best beaches on the East Coast! Find endless activities and food on Rehoboth's charming mile-long boardwalk before enjoying the day on the beach.

With a great location in Rehoboth Beach, near beaches, nightlife and more, Brighton Suites is a great place to spend your summer Work and Travel program.

Summer fun, sun, sand and the beautiful beaches of the Atlantic Ocean that await you!

City: *Rehoboth Beach*

State: *DE*

Gender Preference: *No Preference*

English Level: *Advanced*

Minimum Age: *18*

Earliest Start Date: *5/7/2027*

Earliest End Date: *9/7/2027*

Latest Start Date: *5/28/2027*

Latest End Date: *9/28/2027*

Position Details

Average Hours/Week: *32*

Typical Schedule:

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

This is an example of what the work shift may be and could vary. Working weekends and holidays is required. It may not be possible to have a set schedule each week and friends traveling together may not be able to be given the same day off.

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.

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 Brighton Suites 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.

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 16.00

Pay Frequency: Bi-Weekly

Pay Notes:

Overtime Available? Yes

Overtime Rate: 22.00

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: Baltimore Washington Airport (BWI)
Washington Dulles Airport (IAD)
Philadelphia International Airport (PHL)

Wilmington International Airport (ILM)

Nearest Bus Station:

Greyhound Bus Station, West Ocean City, Maryland
<https://www.greyhound.com> then taxi or Uber to Rehoboth

You can also contact the Ocean City Student Center for transportation from the Airport. These arrangements must be made before you travel
<http://www.ocstudentcenter.com/> or 1-877-755-2959

Nearest Train Station: There is no train station in Rehoboth Beach

Transportation to Company:

You will be responsible for your own transportation to and from your location. Many participants choose to rent/buy bikes while in Rehoboth Beach and public transportation is also available.

Reporting Instructions:

Please keep in contact with your Host Company to let them know when you are arriving via email at nicole@brightonsuites.com.
VERY IMPORTANT so that your Host Company can get you into the housing

Please check in with employer as soon as you arrive in Rehoboth Beach, DE.

You must also update your travel information, in your MY INTRAX account at least 5 days prior to your arrival in the United States.

Travel Instructions:

SUMMER PARTICIPANTS - Fly into one of the four suggested airports and then travel to Rehoboth Beach, Delaware.

You can travel by Greyhound bus, or can arrange other transportation options through the Ocean City Student Center, prior to your arrival in the United States.

Contact the Ocean City International Student Center for assistance in arranging transportation from the Airport to Rehoboth Beach.

SPRING PARTICIPANTS - Please fly into Willington International Airport and Host Company might be able to pick you up, if not you will be responsible to find your own transportation from the airport to your housing in Rehoboth Beach, Delaware.

Also reach out to Nicole at Brighton Suites with your travel plans via email at nicole@brightonsuites.com

You must make these arrangements before traveling to the United States.

Nearest Social Security Office: Closest Social Security Office:
12001 Old Vine Blvd #101, Lewes, DE 19958

Social Security Instructions:

You must check in on your MY INTRAX Account the day you arrive in the United States. Please wait 7 days, after checking in with Intrax, before you apply for your social security card.

Your employer may be able to assist you with transportation to the Social Security office.

Area Information

Area Information:

Rehoboth Beach is an extremely busy summer tourist destination. Water sports and activities surrounding the beach are big draws to the area, as is the beautiful weather.

The bustling boardwalk has amusement rides for the whole family, mini-golf, arcades and games. There are also numerous restaurants, bars and areas to shop while in town.

Websites: <https://www.cityofrehoboth.com/>

Climate: The average temperature in the summer months are 80-85 degrees F.

Nearest Major Cities:

Virginia Beach, VA - 1 1/2 hours away
 Washington DC - 2 1/2 hours away
 Philadelphia, PA - 3.25 hours away
 Baltimore, MD - 3 hours away

What to Wear:

This is a casual beach destination for tourists. People wear shorts, sandals, sun dresses, short sleeve shirts and cover ups to protect from the sun and windy evenings.

Cultural Opportunities:

There are ten miles of beach to enjoy all sorts of water sports. These include:

*Jet skiing
 Surfing
 Skim boarding
 Snorkeling
 Swimming
 Parasailing
 Shopping
 Museums*

Rehoboth Beach also has a very strong Community Program for the international participants with monthly dinners, events and parties.

Website: <http://brightonsuites.com/>

Additional Website Info:

Accommodation Option: Brighton Suites Employee Summer housing

Address:

34 Wilmington Ave
 Rehoboth Beach DE
 19971 - United States

Type:

Company Arranged: Yes

Company Recommended: Yes

Description:

Housing will be provided by the Host Company Participants working at Brighton Suites 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 Brighton Suites.

Housing will include all linens, towels, pillows, and kitchen supplies. You will need to provide the toiletries and food.

Housing is Co-ed and men and women will live in the same house.

Rooms are assigned by gender. No co-ed roommates are allowed. Couples traveling together need to be prepared they will not be able to live in a room together. Each room will hold 3-4 participants.

A \$200 deposit will be due upon arrival and is required to move in. The security deposit will be refunded at end of stay as long as all terms of the agreement are met.

Rent will be payroll deducted, with the first deduction taking place on your first full pay period cycle paycheck.

Participants who quit their jobs, are terminated, move out of housing early, or cause damage to the housing will not be eligible for a refund of the housing deposit.

Estimated Weekly Cost: USD 150.00

Additional Weekly Cost:

Additional Cost Description:

Deposit: \$200 due upon arrival and required to move in

\$200 Housing Deposit is refundable, at the end of your program, provided you complete the work dates listed in your job offer and do not cause damage to housing. Participants who leave their jobs before their original end date, or who are terminated, are not eligible for a refund of their housing deposit.

Commute Options: Walking

Commute Cost:

Company Provides Transportation: No

Estimated Distance to Company: Housing is next door to the hotel

Gender Restrictions: None

Features:

Features Description:

Additional Information: a1I4O00000CkQvk