

Wyndham Oceana Carolinian Beach Resort

Guest Services
Myrtle Beach, SC



Company Biography

The Carolinian Beach Resort is a large family resort located in Myrtle Beach, with spectacular ocean views! The resort is managed by Wyndham Vacation Resorts. Guests enjoy an oceanfront outdoor pool, lazy river, kiddie pool, indoor pool, hot tubs, fitness center and, of course, the beach, which is just steps away! The Carolinian is on the beach and is within walking distance to all of the exciting nightlife that Myrtle Beach has to offer! You'll find many restaurants, bars, amusements, dancing and lots of summer fun! The Carolinian is actively recruiting international students, like you, who are motivated and hardworking. Their owners and guests appreciate J1 students' contributions and both the staff and guests enjoy learning about your culture.

Work and Pay Details

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| Position title: Guest Services | |
| Hourly wage: \$9.00 | Tips? No |
| Description of position: | <p>Responsible for answering all guest inquiries, complaints and requests. The guest services dept is the central communication hub for the efficient operation of the property! This position is key to ensuring day to day, routine tasks are performed.</p> <p>Duties include:</p> <ul style="list-style-type: none"> • Booking reservations for guests and owner, process check-in/check-out of guests, collect rent money, process any guest credits and/or charges, etc. Act as advocate for guests during their stay including efficient processing of all guest inquiries and/or complaints to appropriate personnel in order to maintain the highest level of guest satisfaction during their stay. • Responsibility for key control and preparing bank audits. • Performing clerical duties such as typing, filing, recording, mailing, and computer data input processing, as necessary. |
| Specific qualifications required: | <ul style="list-style-type: none"> • A great attitude and willingness to work hard • Ability to multi-task and work in a fast paced environment • Excellent customer service skills • Telephone marketing/sales experience a plus |
| Estimated weekly wage (incl. tips): \$288.00 | Bonus: None |
| Conditions of bonus: | |
| Average hours for last year's students? 35 Hours | Maximum weekly hours allowed: Not specified |
| Minimum average number of hours? 32 Hours | Possibility of getting more than average hours: Average |
| Students get the most hours in: June July | Students get the least hours in: May September |
| How often are students paid? Weekly | |
| Do you pay overtime? Yes | If yes, after how many hours per week do you pay overtime? 41 Hours |
| Does your company only operate weekends before or after specific dates? No | |
| If yes, what are the dates? | |
| Position location: 2506 North Ocean Boulevard Myrtle Beach SC 29577 | |

Other Job Details

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| Minimum english level: (6) Advanced |
| Description of working conditions: The job requires standing for most of the shift. |
| Will job duties be different at the beginning of the season? No |
| If yes, provide details of specific job duties: |

Uniform and Grooming Requirements

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| Are students required to wear a uniform? Yes | If yes, what is the cost of the uniform? Not specified |
| Are uniform laundry services available? No | If yes, what is the cost of the laundry service? \$0.00 |
| Do students need to purchase specific clothing or footwear? Yes | |
| Details of purchasing required clothing or footwear: Employer will provide uniforms at no charge. You must bring or buy non-slip closed toe shoes. | |

Uniform and Grooming Requirements

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| Do you have company grooming requirements? | Yes |
| Details of company grooming requirements? | Students must bathe daily and use deodorant. No heavy perfume or cologne. No facial piercings or visible tattoos. Shorts should not be shorter than 5 inches (12cm) above the knee. |

Other Company Details

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| Company hires couples? | No | Company hires groups of up to 4? | Yes |
| Drug test required? | No | Do students complete an additional application upon arrival? | Yes |
| Does your company issue completion certificates? | Yes | If requested, will you evaluate the student's performance? | Yes |
| Any additional company details? | | | |
| <p>Application for SS cards must be filed as soon as possible, no cell phones allowed on property, STUDENTS MUST FOLLOW SMOKING POLICIES. Wyndham Vacation Rentals would like to ensure that your Summer Work & Travel Experience is everything you want it to be. In order for us to make that happen, please read ALL of this information in its entirety...Your Job: All jobs at Wyndham Vacation Rental properties are extremely interactive and require you to put your best foot forward. You always need to have a smile on your face and put the guest's interest first. Your Safety: Myrtle Beach is a very exciting place. With the amount of tourism, there is quite a bit of crime. For your safety, DO NOT travel alone. When walking or riding bicycles, always do so in groups of at least three. See welcome email for more information. Bicycle Safety: Team members are required to purchase a helmet and wear at all times while bicycling. Attendance: Prompt attendance is enforced strictly.</p> | | | |

Training Information

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| Is job training required? | Yes | Length of training: | One day, 8 hours plus additional training as needed |
| Are students paid during training? | Yes | Hourly pay rate during training: | \$9.00 |
| How many hours per week are students likely to receive during training period? | 30 | | |
| Any other details? | | | |

Worksite Location

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|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-------------------|
| Worksite location: | 2506 North Ocean Boulevard Myrtle Beach SC 29577 | | |
| Nearest major city: | Myrtle Beach | Worksite setting: | Resort/Ocean/Lake |
| Nearest major airport: | Myrtle Beach (MYR) | Distance to nearest major airport: | 3 miles |
| Additional worksite setting details: | Students love working in Myrtle Beach where they will join thousands of other Work and Travel students. The local community in Myrtle Beach is very supportive of students and enjoys involving them in local festivities and events. | | |

Standard Arrival Information

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| Are students required to arrive or depart on specific dates? | Yes | | |
| Details of required arrival or departure dates: | Monday - Friday | | |
| Mode of transportation: | Students must arrive between these hours: | Monday thru Friday 9am - 4 pm. | |
| Cost: | Not Specified | | |
| Other details: | | | |
| Take a taxi from the airport to pre-arranged housing and check in. Then go to employer Monday thru Friday between 9am and 4 pm. | | | |

After Hours Arrival Information

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| General information: | Go to your pre-arranged housing at the Driftwood, 1600 N Ocean Blvd, Myrtle Beach. | | |
| Name of accommodation: | Driftwood Motel | Accommodation address: | 1600 North Ocean Blvd, Myrtle Beach, SC 29577 |
| Cost per night: | Not Specified | | |
| Best way to travel from airport to overnight accommodation: | Take a taxi from the airport to the Driftwood Motel. Cost is approx. \$15-20. | | |

Social Security

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| Are students required to apply for a social security card prior to arriving at worksite? | No |
| Will the company assist students with their social security application? | Yes |

Social Security

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| Assistance detail: | International Student Orientation Programs are held each week where students can get their social security cards, open bank accounts and learn about the Myrtle Beach Community. CIEE will inform employers of the dates and times, but Students should log onto Facebook and "like" Myrtle Beach J1 Students for more information. Employer will provide Social Security applications and directions or transportation to the Conway SS office if needed. | |
| Where is the nearest social security office? | Conway, SC. Weekly Student Orientation Programs are held in Myrtle Beach where students can apply for their Social Security Card. | Distance: 20 miles |
| How will students be paid until their social security card arrives? | Students must apply for the SS card within 7 days of starting employment, provide us the applied for receipt letter, and request the SS card be mailed to Wyndham Vacation Rentals, 1000 2nd Avenue South, North Myrtle Beach, SC 29582. | |

Housing Details

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| Is housing provided? | Yes | If not, will you assist students in finding housing? | N/A |
| Are there affordable housing options in the area? | N/A | | |
| Housing options in the area: | N/A | | |
| Local housing resources: | N/A | | |
| Housing address: | Myrtle Beach SC 29577 | | |
| Is the student required to sign a separate housing contract? | Yes | | |
| Type of housing provided: | Other | Number of students to a room: | |
| Housing details: | Housing is provided by the employer and the address will be provided prior to student arrival. | | |
| Do you offer co-ed housing? | No | | |
| Cost of housing - per week: | 100 | Includes utilities? | Yes |
| Are housing costs deducted from paycheck? | Yes | | |
| Is a housing deposit required? | Yes | Amount of housing deposit: | \$200.00 |
| Instructions for payment of housing deposit: | Deposit is to be paid on arrival at check-in. 50% of the deposit is NON-refundable. | | |
| Housing deposit due date: | | Is deposit refundable? | Yes |
| Conditions of deposit refund: | Room will be inspected upon departure and if in good condition 50% of the deposit will be refunded. | | |
| How will deposit be refunded? | Deposit will be refunded in last paycheck. | | |
| Are students required to live in provided housing upon arrival? | Yes | | |
| During their work stay, can students find alternate housing? | No | | |
| If yes, is there a penalty? | Yes | | |

Transportation to/from Worksite

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| Method of transportation to worksite: | walk, bike | | |
| Distance to worksite: | | Is worksite within walking distance of housing? | Yes |
| Cost of public transportation to worksite: | Not specified | | |
| Details of public transportation to worksite: | | | |
| Cost of transportation to worksite provided by employer: | Not specified | | |
| Details of transportation to worksite arranged by employer: | | | |
| Cost of arranging own transportation to worksite: | \$125.00 | | |
| Details of arranging own transportation to worksite: | Bicycle, helmet and lock can be purchase for approximately \$125 at Wal-Mart | | |

Housing Amenities

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| Available public transportation: | Bus, Interstate Bus | | |
| Access to public transportation? | Walking Distance | | |
| On Site Housing Amenities | | | |
| Laundry: | No | Linens: | Yes |
| Refrigerator: | Yes | Microwave: | Yes |
| TV: | Yes | Telephone: | No |
| Computer/Internet Access: | Yes | Utensils: | Yes |
| | | Private bath: | Yes |
| | | Air conditioning: | Yes |
| | | Security guard: | No |
| | | Gym: | No |

Housing Amenities

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| Individual Beds: | Yes | | |
| Nearby Amenities | | | |
| Supermarket: | Walking Distance | Restaurants: | Walking Distance |
| Shopping mall: | Requires Transportation | Fitness center: | Walking Distance |
| Post office: | Walking Distance | Laundry: | Walking Distance |
| Bank: | Walking Distance | Internet cafe: | Walking Distance |
| Movie theater: | Requires Transportation | Library: | Walking Distance |
| Additional amenities: | | | |

Meal Information

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| Are meals included in rent cost? | No | | |
| If not, meal plan cost per day: | Not Specified | Meals covered: | Not Specified |
| Is the purchase of a meal plan mandatory? | No | | |

Cultural Opportunities

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| Types of cultural opportunities provided | | | |
| Organized Holiday Event(s): | Yes | Organized Trip(s) to Major Attraction(s): | No |
| Organized Potluck(s) or Dinner(s): | Yes | Organized Trip(s) to Major City: | No |
| Organized Karaoke Night(s): | No | Information about Events: | Yes |
| Organized Movie Night(s): | No | Information about Local Resources: | Yes |
| Organized Sporting Event(s): | No | Information about Attractions/Sites: | Yes |
| Organized Staff Exchange Event(s) - Other: | No | Information about Local Community: | Yes |
| Organized Trip(s) to Nearby Attraction(s): | Yes | Other: | No |
| If Other, please describe: N/A | | | |
| Additional details about cultural offerings: | | Employer will arrange a variety of events to introduce you to the Myrtle Beach area and share American culture with you. | |