

Wyndham Oceana Patricia Grand Resort

Guest Services
Myrtle Beach, SC



Company Biography

The Patricia Grand 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 Patricia Grand 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 Patricia Grand 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

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: 2710 North Ocean Boulevard Myrtle Beach SC 29577	

Other Job Details

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

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	

Uniform and Grooming Requirements	
Details of purchasing required clothing or footwear:	Employer will provide uniforms at no charge. You must bring or buy non-slip closed toe shoes.
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			
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			
Is job training required?	Yes	Length of training:	One day, 8 hour orientation 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			
Worksite location:	2710 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	
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			
General information:	Go to the Red Roof Inn from the airport. It is 2 miles away. Ask for the J1 rate.		
Name of accommodation:	Red Roof Inn 843-646-4444	Accommodation address:	2801 S Kings Hwy Myrtle Beach SC 29577
Cost per night:	\$100.00		
Best way to travel from airport to overnight accommodation:	Take a taxi from the airport. Taxi will cost \$20-25.		

Social Security	
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

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 North 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

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 details will be made available prior to 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 to be paid on arrival at check-in. Half 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?	No		
During their work stay, can students find alternate housing?	Yes		
If yes, is there a penalty?	Yes		

Transportation to/from Worksite

Method of transportation to worksite:	walk, bike		
Distance to worksite:	0.9 miles	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:	Cost of bicycle, helmet and lock purchased at Wal-Mart is approximately \$125.		

Housing Amenities

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

Housing Amenities

Computer/Internet Access:	No	Utensils:	No	Gym:	No
Individual Beds:	No				
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:	Students are at risk of losing their housing deposit if they leave housing prior to the end of their contract.				

Meal Information

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

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.		