WORK & TRAVEL USA

Hy Line Cruises - Guest Services

HOST INFORMATION

Company Description:

Hy-Line Cruises is proud to be a family-founded, family-owned, and family run company. Here, every employee and every guest is family. Over the decades, we've employed thousands from the Cape area and provided a fun and enriching work environment for local people and J-1s from a variety of countries. Some of our employees have worked with us for years; others for only a short time, who fondly refer to their employment as "their favorite summer job ever." From our commitment to exceptional customer service to our support of the local community, we are proud to call Cape Cod home.

We enjoy our location directly on Hyannis Harbor in southeastern Massachusetts. We are one of the most successful passenger ferry services in the country with ferry service to the islands of Nantucket and Martha's Vineyard. We also offer Hyannis Harbor Tours, Cape Cod Canal tours, and fishing charters. We invite you to share in the Hy-Line experience. We are within walking distance of local beaches and many shops and restaurants. We are close to Boston and to Plymouth Ma, which are very historically significant towns. We have a transportation center right here in Hyannis which gives you easy bus access to Boston, Providence RI, and from there to New York via bus, train, or plane. This is a very culturally diverse area and we carry clientele from all over the country and the world.

Host Website: http://www.hylinecruises.com

Site of Activity: Hy Line Cruises

Parent Account Name: Hyannis Harbor Tours Inc

Host Address: 22 Channel Point Road Hyannis , Massachusetts , 02601

Nearest Major City: Boston , Massachusetts , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Guests Services staff are responsible for assisting with guest inquiries, providing help and information as needed. Help load passengers, luggage, and bicycles. Scan tickets for passenger boarding. Assist passengers traveling with us.

You may be asked to perform other duties related to your job.

Typical Schedule:

The company operates 7 days a week, working days will vary. 40 hours per week is expected.

Drug Test required: Yes

COMPENSATION

Hourly Wage: $20

Eligible for Tips: No

Estimated weekly wages including tips: $800

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 45

Estimated minimum number of hours per week: 30

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Average number of hours per week reached by last year's seasonal employees: 45

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

50% discount on cafe food when working your shift. There is a 25% discount when not working.

JOB REQUIREMENTS

English Level required:

★★★★☆☆ Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Standing for entire shift
Handling cleaning chemicals
Working outdoors
Working under direct sunlight

Job Training required: Yes

Length of job training:
8 paid hours are on line orientation / learning. Remaining done on work time.

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

Need to wear uniform: Yes

Uniform Policy:
Company issued t-shirt, pants, sweatshirt, jacket, shoes and belt

Cost of uniform: $0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:
Company issued uniform is required

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Will provide information about Events, Local Resources, Attractions/Sites, Local Community

Additional Details about Cultural Offerings:

Hyannis and surrounding Cape Cod MA has a culturally diverse population with a variety of entertainment venues and transportation options.

HOUSING AND TRANSPORTATION

Housing Provided: No

Community Housing Options:

Available: Yes

Description:

There is housing provided in private homes or rooms for rent in homes. Some hotels offer J-1 housing. There is a large dormitory style housing approximately 2.7 miles from here.

Minimum Average Cost Per Week: $180

Maximum Average Cost Per Week: $200

Transportation for Community Housing Description:

Many J-1s buy or rent or lease bicycles or scooters depending on the proximity of their housing.

ARRIVAL INFORMATION

Arrival Instructions:

There is bus and train service from New York airports too Boston Logan Airport. From Boston there is bus service directly to the transportation center in Hyannis center. There are ride share, taxi, and public transportation options from there to other locations nearby. Bus service from Boston Logan Airport is provided by Peter Pan Bus line and the Plymouth and Brockton (P&B) bus line. Travel time from Boston to Hyannis varies based on traffic but is usually about 90 minutes.

We do not offer housing, but there is a variety of housing options in the area, including private homes, and some local hotels provide housing for J-1 students.

There is a hotel approximately 2.7 miles from Hy-Line Cruises that has been converted into J-1 dormitories. Interested students can contact me for information on that housing and how to contact them. We are not affiliated with the housing or the management of the housing.

Suggested Arrival Airport:

Boston Logan Airport, BOS, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: $50 to $75

If arriving after regular hours:

Suggested After-Hours Accommodation:

Comfort Inn
259 Main Street
Hyannis , Massachusetts 02601
508-827-1345
$150 to $200

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Depending on the position the student is hired for there is an on-line orientation program the student can complete before arrival if they choose to. They are compensated with 8 hours of pay for the training in their first paycheck.

They should secure their housing before the arrive.

Social Security Number:

Require participants to apply for SSN before arrival at worksite: No

Details about how to apply for Social Security Number:

After arrival here, fill out an on line application with social security and make an appointment with the social security office in Hyannis MA.

Nearest SSA Office: Hyannis , Massachusetts , Less than 10 miles

Other:

Wage Payment Schedule:

Our pay week runs from Saturday through the following Friday. We try and have following week or 2 weeks schedules ready. Schedules are always subject to change. Weather, mechanical issues etc.. can change the schedules of the boats.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

For some positions full uniform is provided. For others shirts/sweatshirts are provided. It is expected that all employees will arrive for work well groomed and appropriately dressed in clean reasonably wrinkle free appropriate clothing. In uniform based on job position. Any jewelry should not post a safety hazard. Hair and facial hair must be clean and neatly groomed. Excessive use of scented products is unacceptable as many people have scent allergies or other breathing problems.

Second Job Availability: Yes, likely

Applicable Company Policies:

There is no smoking, vaping, or similar allowed on work premises. Cell phones are not allowed during work time.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Shopping Mall, Post Office, Bank, Restaurants, Public Library

Walking Distance from Housing:

Food Market, Bank, Restaurants