



WORK & TRAVEL USA

Juneau Hotel - Front Desk

HOST INFORMATION

Company Description:

Company and Workplace Environment

Hotel Juneau is located in downtown Juneau, Alaska, the capital city of Alaska and a unique coastal community surrounded by mountains, forests, glaciers, and the Inside Passage. The hotel provides students with an opportunity to work in the hospitality industry while experiencing life in one of the most scenic and culturally diverse areas of Alaska. The workplace is professional, friendly, and team-oriented. Students will work with local employees and seasonal staff and will interact with guests from many different parts of the United States and around the world. This provides an excellent opportunity to practice English, improve customer-service skills, develop teamwork, and learn about American workplace culture.

Cultural Experience

Working at Hotel Juneau will allow students to experience everyday American life while also learning about the unique culture and history of Alaska. Juneau has a strong connection to Alaska Native cultures, including Tlingit heritage, as well as a long history connected to mining, fishing, government, and tourism. Students will have opportunities to meet people from different cultures through interactions with hotel guests, coworkers, local residents, and other international seasonal employees. We encourage students to share their own traditions, food, language, and culture with coworkers while learning about American customs and life in Alaska.

Host Website: <http://www.juneauhotels.net>

Site of Activity: Juneau Hotel

Parent Account Name: Juneau Hotel

Host Address: 1200 West 9th Street Juneau , Alaska , 99801

Nearest Major City: Juneau , Alaska , Less than 10 miles away

PLACEMENT INFORMATION

Job Description:

Front Desk Staff

Location: Juneau, Alaska

Department: Front Office

Job Type: Full-Time / Part-Time

Position Summary

We are seeking a friendly, professional, and dependable Front Desk Staff member to join our hotel team in

Juneau, Alaska. The Front Desk Staff is responsible for providing exceptional guest service, assisting with check-ins and check-outs, handling reservations and payments, answering guest questions, and ensuring a welcoming and positive experience throughout each guest's stay.

Key Responsibilities

Greet and welcome guests in a warm, professional, and courteous manner.

Check guests in and out efficiently and accurately.

Process reservations, room assignments, payments, and guest requests.

Answer telephone calls, emails, and guest inquiries promptly.

Provide information about hotel services, amenities, local attractions, restaurants, transportation, and activities in the Juneau area.

Handle guest concerns and complaints professionally and work to resolve issues promptly.

Maintain accurate guest records and protect guest privacy and confidential information.

Communicate effectively with housekeeping, maintenance, management, and other hotel departments.

Monitor room availability and assist with coordinating room readiness.

Maintain a clean, organized, and professional front desk and lobby area.

Follow hotel policies and procedures, including cash-handling, security, and emergency procedures.

Assist guests with special requests and provide additional support as needed.

Maintain a professional appearance and positive attitude at all times.

Perform other duties as assigned by hotel management.

Qualifications

Previous hotel, hospitality, customer service, or front desk experience preferred.

Excellent communication and interpersonal skills.

Strong customer-service mindset and ability to remain calm under pressure.

Basic computer skills and ability to learn hotel reservation/front desk systems.

Ability to handle cash, credit card transactions, and basic accounting accurately.

Strong attention to detail and organizational skills.

Ability to work independently as well as part of a team.

Professional appearance and dependable attendance.

Ability to work flexible shifts, including weekends and holidays, as required.

Must be able to stand and walk for extended periods and occasionally assist guests with luggage or other reasonable requests.

What We're Looking For

The ideal candidate is welcoming, reliable, detail-oriented, and enjoys working with people. You should be comfortable in a busy hotel environment, able to multitask effectively, and committed to creating a memorable experience for every guest.

Join our team and help make every guest's stay in Juneau a positive and welcoming experience.

Typical Schedule:

Shifts are 8 hours and will be scheduled within the following hours: Morning Shift: 7:00 AM – 3:00 PM Evening Shift: 3:00 PM – 11:00 PM Weekend availability is required.

Drug Test required: No

COMPENSATION

Hourly Wage: \$18

Eligible for Tips: Yes

some guests tip front desk for great customer service.

Estimated weekly wages including tips: \$740

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 40

Estimated minimum number of hours per week: 40

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

No fluctuations

Average number of hours per week reached by last year's seasonal employees: 40

Overtime Policy:

Yes, paid after 8 hours

Job-Specific Benefits:

no

JOB REQUIREMENTS

English Level required:



Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Handling cleaning chemicals

Job Training required: Yes

Length of job training:

1 week

Hours per week during training period: 40

Different wage during training period: No

Start on specific day of the week: No

Training requirements:

learning computer system and customer service

Need to wear uniform: Yes

Uniform Policy:

participants must wear work polo

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: No

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Shopping Trips, Trips to Nearby/Major Attractions

Additional Details about Cultural Offerings:

Cultural Opportunities in Juneau, Alaska

Alaska State Museum

Juneau-Douglas City Museum

Historic Downtown Juneau

Walking through downtown provides students with opportunities to explore historic buildings, galleries, public art, and sites connected to Juneau's gold-mining and maritime history.

HOUSING AND TRANSPORTATION

Housing Provided: Yes. Employer Guarantees employer - owned or employer - arranged housing to all hired participants. May find own (can choose alternative).

Employer-owned or employer-arranged housing description:

Most rooms have internal entries and are equipped with full-size kitchens, dishwashers, cooking and table service, washer and dryer, complimentary hi-speed Internet, flat screen TVs, satellite TV, and free local calls. Also all rooms are equipped with a coffee maker, hair dryer, iron and ironing board for your convenience.

Lease Agreement: No

Onsite Amenities:

WiFi: Yes

Description:

Free WiFi

Phone Service: Yes

Description:

Participants will need to provide their own cell phones and there is reliable coverage here.

Kitchen facilities: Yes

Description:

Full kitchen in the housing provided

Laundry facilities: Yes

Description:

washer and dryer in the housing provided

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 6

Suggested Occupancy Per Room: 2 - 6

Rooming Arrangement Description:

There will be one housing for females and one housing for males.

Provided Housing Cost:

Required to Pay for Provided Housing: No

Utilities Costs: No

Housing Deposit: No

Transportation to Worksite:

Walking Commute Time

Estimated commute time: Under 15 minutes

Description: Housing is on site

Local Bus, Subway or Train

Estimated commute time: Under 15 minutes

Estimated cost: \$2

Total: No Per Day: Yes

Description: bus

ARRIVAL INFORMATION

Arrival Instructions:

Student Arrival and Transportation Information

Arrival in Juneau All students are required to fly into Juneau International Airport Students may arrive on any day of the week. To ensure our shuttle service is available to pick up students and transport them to their hotel accommodations, we ask that students arrange flights to arrive in Juneau after 5:30 a.m. and before 10:30 p.m.

Social Security Office Transportation

The program will provide shuttle transportation to the Social Security office to assist students with obtaining their Social Security cards.

Weekly Grocery Transportation

Weekly transportation will be provided to a local grocery store so students can purchase groceries and other necessary supplies during their stay.

Flight Information Requirement

All students must provide their complete flight information to Brocke Robinson, Program Coordinator, at least two weeks prior to their arrival. This information is necessary to ensure that transportation and housing accommodations are properly arranged and ready upon the student's arrival. Students should include their arrival date, arrival time, airline, and flight number when submitting their travel information.

Suggested Arrival Airport:

Juneau International Airport, jnu, Less than 10 miles

Estimated cost of transportation to worksite from suggested airports: \$0 to \$25

If arriving after regular hours:

Suggested After-Hours Accommodation:

Juneau Hotel
1200 W 9th street
Juneau , Alaska 99801
<https://www.juneauhotels.net>
9075865666
\$0 to \$25

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: No

Social Security Number:

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

Details about how to apply for Social Security Number:

Social Security Card Transportation Students will be provided transportation to and from the Social Security office to assist them in obtaining their Social Security cards.

Nearest SSA Office: Juneau , Alaska , Less than 10 miles

Other:

Wage Payment Schedule:

Payroll and Direct Deposit Students are paid biweekly based on their established hourly rate. We strongly recommend that students open a local bank account and enroll in direct deposit to ensure their pay is received securely and efficiently.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

All employees are expected to maintain a clean, neat, and professional appearance while on duty. As representatives of Juneau Hotel, staff should present a welcoming and well-groomed image to guests at all times. Employees should maintain good personal hygiene and wear clean, appropriate work attire or the required uniform. Hair should be clean, neat, and maintained in a professional style. Facial hair, when worn, should be clean and neatly trimmed. Fingernails should be clean and well maintained

Second Job Availability: Yes, likely

Applicable Company Policies:

Working Conditions and Workplace Policies

Employees are expected to maintain a professional, respectful, and safe working environment at all times. Staff members must arrive on time, follow their assigned schedules, perform their duties responsibly, and follow all instructions provided by supervisors and department managers. For safety, productivity, and guest-service purposes, personal cell phone use is not permitted while employees are working. Cell phones must be kept stored away during work hours and may only be used during designated breaks or in accordance with supervisor approval for an emergency or work-related purpose.

Smoking and vaping are not permitted inside the hotel or in unauthorized areas. Employees may smoke or vape only in designated smoking areas and only during authorized break periods. Employees are expected to properly dispose of cigarette materials and keep designated areas clean.

Employees must follow all hotel policies regarding workplace safety, cleanliness, guest privacy, professional conduct, and proper use of hotel equipment. Maintaining a positive attitude, working cooperatively with coworkers, and providing courteous service to guests are important expectations for all team members.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library

Walking Distance from Housing:

Food Market, Post Office, Bank, Restaurants, Fitness Center, Internet Cafe, Public Library

In Town, Requires Transportation:

Shopping Mall