WORK & TRAVEL USA

Montecito Sequoia Lodge - Front Desk

HOST INFORMATION

Company Description:

Montecito Sequoia Lodge is a Family Resort based in the heart of Sequoia National Forest, **California**. Our location offers easy access to *hiking, canoeing, and mountain biking*.

We offer a whole range of fun activities for every age during our summer period such as **yoga, mountain biking, climbing, archery, arts and crafts, and paintball to name a few**. Staff members are able to enjoy any of the *activities* we offer in their free time. We also **include** *meals, snacks, on site laundry and wifi* in our housing rate.

Staff members also receive a *discount* when purchasing from our gift shop.

What makes Montecito unique is that we are a Family Camp; meaning, we have a whole assortment of different families on vacation with us on a weekly basis. Our camp philosophy focuses on turning every moment into an opportunity to educate. We aim to lead by example and advocate for the importance of the outdoors and how to preserve and protect the world around us as we're located in Sequoia National Forest.

As we are up in the mountains at 7400ft elevation, we can promise an exceptional experience with near **perfect weather**, **incredible sunsets and exceptional places to explore** just a stones throw away.

Host Website: https://www.mslodge.com/

Site of Activity: Montecito Sequoia Lodge

Parent Account Name: Montecito Sequoia Lodge

Host Address: 63410 Generals Hwy Kings Canyon National Park , California , 93633

Nearest Major City: Fresno , California , Over 50 miles away

PLACEMENT INFORMATION

Job Description:

This job is ideal for candidates that are adaptable, have excellent customer service skills, tolerance for fast-paced environments as well as excellent communication skills.

Job Duties:
Welcome and assist guests
Check guests in and out

Manage and confirm reservation
Issue and control room keys
Handle payments, deposits, and refunds
Prepare and explain guest bills
Provide information on lodge services and local attractions
Book taxis, tours, and activities
Answer phone calls, emails, and walk-in inquiries
Communicate with housekeeping about room status
Report maintenance issues
Record and update guest details
Handle guest requests and complaints
Maintain the front desk and reception area
Manage lost and found items
Balance cash drawer and prepare daily reports
Ensure friendly and professional service at all times
Assist in hospitality tasks such as sweeping, vacuuming, mopping, restocking of guest use items, wiping tables etc.

Typical Schedule:

Days off will be two days a week to fit the needs of Montecito Sequoia Lodge. Work hours are usually 9am - 5pm, 8:30am. - 5pm or 11:00am - 7:30pm, 6:30am - 3pm, 7am - 4pm or 1pm - 9pm.

Seasonal changes to job duties or available hours: Yes

Weekly hours will be different due to changes in the operating season. Our peak hours will occur from June 13th - August 21st.

Drug Test required: Yes

COMPENSATION

Hourly Wage: $17.5

Eligible for Tips: Yes

Gratuities are shared and distributed every two weeks with each paycheck. Gratuities are at their highest from June 13th to August 21st. Tips are pooled and shared with each staff member.

Estimated weekly wages including tips: $700

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 35

Estimated minimum number of hours per week: 30

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Hours per week can fluctuate due to guest occupancy levels or potential weather disturbances. Our peak hours will occur from June 13th - August 21st.

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

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

Employees receive discounts at our gift shop and neighboring locations. Employees also receive housing and meals at a reduced rate.

JOB REQUIREMENTS

English Level required:

★★★★★★ Advanced

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Tasks require the regular and, at times, sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (50 pounds)
Standing for entire shift

Handling cleaning chemicals

Working outdoors

Need to wear uniform: Yes

Uniform Policy:

Staff shirts will be provided. Employees must wear closed toe shoes, preferably sneakers. Pants are to be black or blue and not to have nay holes, rips, tearing or fraying.

Cost of uniform: $0

Uniform laundry: Provided at no cost

Dress Code: Yes

Description:

Employees are required to wear their staff t-shirt and work appropriate shows and pants.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Karaoke Nights or Talent Shows, Movie or Game Nights, Will provide information about Events, Local Resources, Attractions/Sites, Local Community, Potlucks or Dinners, Shopping Trips, Sporting Events, Trips to Nearby/Major Attractions

Additional Details about Cultural Offerings:

We are located between Sequoia and Kings Canyon National Park. Our mountain location allows participants to **explore the beauty of California** amongst giant Sequoias.

We are a 90 minute drive away from **Fresno, California** where staff can experience shopping, dining or local attractions.

Local Cultural Offering:

On site, during our *Family Camp Weeks* there will be a ***beach party, talent shows, and karaoke***. Staff are welcome to join on their free time!

Local conservancy groups will host events like ***stargazing*** **and/or ranger led** ***hikes*** closer to the main Park attractions.

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:

We provide bedding and linens, pillows and towels. There is a communal microwave in our breakfast room as well as a communal fridge space if employees would like to store personal items. We also have a tv in our game room that can be used by guests and staff. There is tons of outdoor areas for running and walking as well as a basketball court, tennis court and pool.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

Wifi access is provided via Starlink.

Phone Service: Yes

Description:

There are landline phones available for use. We do not have cell service but if they have a compatible phone, wifi calling works well.

Kitchen facilities: No

Description:

All meals are provided so there are no staff cooking facilities.

Laundry facilities: Yes

Description:

Laundry service is provided weekly. Staff drop their laundry off and our housekeepers will wash and return their items.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 4

Maximum Occupancy Per Room: 6

Suggested Occupancy Per Room: 4 - 6

Rooming Arrangement Description:
Room requests can be made and we will try our best to accommodate.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes
Cost per Week: $149.2

Housing Cost Deducted from Paychecks: Yes

Utilities Costs: No

Housing Deposit: No

Transportation to Worksite:

Walking Commute Time
Estimated commute time: Under 15 minutes

Description: Housing is located on property.

ARRIVAL INFORMATION

Arrival Instructions:

Staff are required to arrive at **Fresno Airport** or **Fresno Train Station**. Staff will be picked up by a member of senior staff on arrival and taken to camp. Staff will also be driven to either location upon their departure from camp. This is at no additional cost to the participant. The drive up the mountain to camp from Fresno is around 90 minutes.

Fresno Airport

Participants should give their arrival itinerary to Celine and a senior member of staff will be waiting at Fresno Airport.

Fresno Train Station

An alternative and often cheaper way of getting to Fresno is by train. You can fly into Los Angeles (LAX) or San Francisco (SFO) and get the train to Fresno if it's convenient.

By flying into a major city, it may knock a significant amount of money off your flight, although bear in mind that you will have to get to the train station from the airport and it's more than likely that you would need to stay the night in a hotel before you continue the next leg of your journey. I highly recommend **not** staying in a motel if you land in LA (they're kind of gross). If the train is a convenient option for you, Amtrak trains are very comfortable, spacious and have free WiFi. Again, just make sure that Celine has your arrival information and somebody will be dressed in a Montecito-blue t-shirt waiting for you.

If you have any questions about arrival in the States and getting to camp, you can contact Celine via the email address provided.

Suggested Arrival Airport:

Fresno Yosemite International Airport, FAT, Over 50 miles

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

If arriving after regular hours:

Suggested After-Hours Accommodation:

Fairfield Inn Marriott Fresno Hotel
1535 N Peach Ave
Fresno , California 93727
$100 to $150

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

Employees will be emailed a link to complete their onboarding before their arrival via BambooHR. It will ask for info such as address, date of birth etc. We will also request your preferred t-shirt and hoodie size. Any questions can be directed to the team ahead of arrival.

Social Security Number:

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

Details about how to apply for Social Security Number:

We will transport participants to the Social Security Office to apply for the Social Security number.

Nearest SSA Office: Fresno , California , Over 50 miles

Other:

Wage Payment Schedule:

Biweekly paychecks.

Meal Plan: Mandatory

Estimated Cost Per Day: $20

Meal Plan Description:

Meal costs are subtracted from your paycheck biweekly. Employees receive breakfast, lunch and dinner. Juices, cereal, milk, oatmeal, breads, bagels, snacks and fruit available 24/7.

Provide Certificates/Performance Evaluations: Yes

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

All staff members are required to keep a neat, clean, and well-groomed appearance and be a good role model in their personal conduct. Men need to have short trim haircuts and facial hair, and ladies neat combed hairstyles. Appropriate clothing is to be worn at all times. Any number of ear piercings is accepted. We allow one facial piercing. Visible tattoos are okay as along as they do not contain obscene imagery or language. No face tattoos permitted. Natural hair colors only.

Second Job Availability: No, unlikely

Applicable Company Policies:

Cell phones are allowed for personal use but may not be used during work hours. Once reporting to work cell phones should either be placed in your living accommodation or in your staff mailbox.

Smoking is not allowed in employee housing. There will be a designated smoking area.

COMMUNITY AMENITIES

In Town, Requires Transportation:

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