

Y Summer Work & Travel

Participant Request

Company Information

Company Royco Hotels Inc. / Super 8
 Address 309 N 5th St PO Box 1448
 City Norfolk State NE
 Telephone 402-371-2520 Fax 402-371-5783
 URL www.roycohotels.com
 EIN 87-0728748

Company Contact

Name Shirley Gibb
 Title Director of Training Development
 Direct Telephone 403-253-2050
 Cell 403-709-6413
 E-mail sgibb@roycohotels.com

Workplace Location

If the SWT participant's workplace is at a different location, include information here.
 Address 1008 East McCoy Blvd
 City Tomah State WI ZIP 54487-2104
 Telephone 608-372-3901 Fax 608-372-5792
 Contact Name Michelle Reese
 Title Property Manager
 Telephone 608-372-3901

Company Activities

Describe the company's activities. Provide information about number of employees, company size, etc. Attach promotional materials.
 12 Employees

Accommodations

Accommodation provided? Y N
 House Apartment Other
 Rate Per week: Deposit required
 Utilities included? Y N
 Shared with others:
 Male Only Females Only Co-ed
 Furnished? Y N

If accommodation not provided, describe assistance provided.
 Hotel accommodations provided for two 2 1/2 weeks. General manager will assist in finding alternative arrangements after that.

Transportation

Is transportation to the work provided?
 Y N Not applicable; On-site
 If transportation not provided, to get to work participant must:
 Is public transportation available? Y N
 Cars available to participants? Y N
 Bicycles available to participants? Y N
 Describe any other transportation options
 cabs and purchase a bicycle.

Experience with International Staff

Years company has employed international staff: First Year
 Has company ever employed international staff sponsored by the YMCA? Y N Not Sure
 Describe supervision provided
 Dependant on communication and work skills
 Monitoring and mentoring as needed
 Describe cultural and free-time activities available to international staff
 Antique Mall, Amish Access to Settlement, Bowling Alley, Fort McCoy, Golf, Hochunk Casino, Jellystone Campground, Lake Tomah, Ocean Spray,
 Describe how international staff contribute to company
 Promotes diversity and expands all people's cultural understandings

Uniform/Dress Code Requirements

Do students need to purchase specific clothes or footwear? **See below**

Details: One Light Blue Smock and One pair of Navy Blue Cotton Pants are provided at no cost. Comfortable Closed toe shoes are required but can be brought with them if they choose. .

Housing

Is housing provided? **NO**

Note: Royco is prepared to provide 2 weeks of housing in the hotel property either upon arrival or prior to return (at no cost) if necessary to coincide with the monthly rental dates. We can assist to accommodate the best arrangements once we know the actual dates.

Cost of accommodations: **Approximately \$250.00 - 300.00 per month**

Housing Deposit: **Unknown at this time** Cost: \$

Use the space below to describe the housing, including what is the assistance in the housing search, type of housing, number of persons per room, cooking facilities, proximity to job site, conditions of deposit refund, etc.:

We will make every effort to find available shared housing alternatives for the students prior to arrival. General Manager will assist to coordinate housing and sourcing inexpensive household items as required. Details will be provided during communication with students while coordinating their travel dates and arrival arrangement.

Use this space below for any **Additional Comments:**

There is a transit service available at minimal cost.

The General Manager will assist with the daily transportation needs.

There very be opportunity to work more hours on Night Audit shifts.. We would of course ensure our requirements are the first priority but if feasible and the students desire to find additional employment hours the General Manager will assist to locate opportunities and will give them written permission to take on part-time hours with an alternative location/employer.



SUMMER WORK & TRAVEL PROGRAM

International YMCA
We build strong kids,
strong families,
strong communities.

Employment Offer Form

Employer completes section 1.
Participant completes section 2.
Please type or print neatly!

Participant Name:

1. Employer Section

Company Information

Company Name Royco Hotels / Super 8 DBA _____
 Address 309 N. 5th Street
 City, State, Zip Code Norfolk, NE, 68701 Web Site www.roycohotels.com
 Name of Supervisor Shirley Gribb Title Dir. of Training Development
 Telephone 403-253-2050 Fax 403-255-3041
 Mobile Telephone 403-708-6413 E-mail sgribb@roycohotels.com

Job Information

Employment Site Super 8 Motel
 Address, City, State, Zip Code 1008 East Meloy Blvd, Tomah, WI 54660-3264
 Employed from _____ to _____ Job Title Front Desk Agent ***
 Job duties See Job Descriptions Attached * Cross-trained to Night Audit.
 Contact Name Michelle Reese Telephone 608-372-3901

Housing Information

Wage per hour \$7.50 # of hours per week 32-40 End of season bonus? Yes/No If yes, amount? _____
Additional hours available on Night Audit Shifts (higher rate)
 Accommodations provided? Yes/No No Cost of accommodations per month Approx \$300/month Amount of deposit ??
 Accommodations shared? Yes/No Number per room To be determined Other fees/expenses (linens, utensils, etc.) _____
 House/apartment owned by _____ Relationship to company _____
 If accommodations not provided, company will assist by Hotel accommodation on site for 2 weeks. Manager to assist in finding alternative arrangements after that.
 Is transportation to and from work provided? Yes/No No If no, describe options: transit available at minimal cost.

Signature

I certify that I am an employee of the above named company and am authorized to complete this document. I certify that the participant named above has been offered a temporary position with our company, that compensation is at the prevailing wage, and that all information is true. I understand that YMCA Summer Work & Travel participants may begin working and may be paid for their work upon providing a receipt that they have applied for a SSN and that a SSN is not required to begin working or to be paid. I agree to notify the YMCA if the participant changes the employment site, is terminated, leaves employment before the agreed upon date.

Name Shirley Gribb Title Dir. Training Development Telephone 403-708-6413
403-253-2050
 Signature _____ E-mail sgribb@roycohotels.com Date _____

2. Participant Section

Signature

I understand that this job is not firm and may be revoked for reasons sufficient to the Employer at any time before or after I start working. I agree to work no more than four months in total. I understand that this job can be terminated at any time by myself (with two weeks notice) or by the Employer (for any legally permissible reason). I understand that my hours of work, duties and responsibilities may change at the sole discretion of the Employer.

Name _____ E-mail _____
 Signature _____ Date _____

JOB DESCRIPTION

JOB TITLE: Front Desk Agent – RHE Holdings #2, Inc.

EXEMPT POSITION: No

REPORTS TO: General Manager* / Property Manager* / Assistant General Manager* /
Front Desk Manager* (*delete as appropriate to the property)

Scope & General Purpose

To perform in a pleasant, professional and efficient manner Front Desk responsibilities achieving timeliness, accuracy of information and guest satisfaction as required by the management company and the brand.

Essential Functions

1. Reports to work on time as per schedule. Well groomed; name badge and proper uniform or appropriate attire as defined by company/brand policy
2. Practices customer service behaviors i.e. listening, initiative, responsiveness, cheerfulness, accommodation, courtesy, honesty and professionalism
3. Demonstrates good communication skills and helps ensure optimum communication between all shifts, departments, and management
4. Demonstrates positive team spirit providing assistance to other team members as necessary to achieve required standards of productivity and guest care
5. Makes decisions in the best interest of the property and in compliance with all applicable policies and procedures
6. Checks guests in and out in a cheerful, friendly manner, maintaining efficiency, accuracy and compliance with legal requirements, brand & company standards
7. Ensures accurate processing of charges and completes/balances end of shift reports with full handover to next shift
8. Sells guest rooms and services available as appropriate with understanding and application of yield management techniques
9. Supports marketing/sales/loyalty programs as required by the brand and/or the Company
10. Knows rates, locations, furnishings, amenities, and special features of all guest rooms and property
11. Shows rooms to prospective guests
12. Operates telephone switchboard professionally and efficiently, receives and transfers calls, takes guest messages thoroughly and accurately, and notifies guests of messages
13. Ensures timely wake up calls
14. Demonstrates competence in use of computer system
15. Takes and records advance reservations with accuracy, confirms as requested; knows status of reservations on a daily and future basis
16. Observes safe cash handling procedures required by brand and company policy and is responsible for cash drawer, cash, credit card and check transactions on shift
17. Maintains a clean and organized front lobby and front desk area
18. Monitors and records turndowns
19. Maintains breakfast area with fresh coffee, tea, and breakfast items; keeps area well stocked, clean, and organized, as applicable
20. Works night audit shift as requested
21. Conducts security checks as directed and maintains security of guests and building
22. Cleans guest rooms as requested or needed
23. Picks up litter in the parking lot and public areas as directed
24. Controls costs by properly using departmental supplies, water and electricity
25. Follows key control and security procedures
26. Understands and uses applicable brand and management company's standard operating procedures
27. Knows the hours of operation of the hotel facilities and is aware of/promotes amenities

28. Ensures safe use of chemicals and equipment in accordance with Material Safety Data Sheets (MSDS) and manufacturers' instructions
29. Knows how to use/is able to assist in the use of, equipment for the disabled
30. Knows all emergency procedures (fire, severe weather, bomb threats, guest accident/illness, etc.)
31. Turns in all lost and found items, tags and stores as directed by management
32. Practices safe work habits and uses protective equipment where appropriate
33. Reports all guest complaints to direct supervisor
34. Reports items/areas needing maintenance as per property policy
35. Reports immediately to direct supervisor all unlawful or suspicious activities
36. Attends and participates in staff meetings, safety meetings, training classes, etc.
37. Abides by all rules and regulations of the company and brand
38. Promotes brand at all times
39. Keeps all Company business confidential (on and off duty)
40. Performs other such tasks as may be assigned or authorized by the direct supervisor or General Manager
41. Ensures accurate and timely completion of reports as applicable to position

Qualification requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A. Education and/or experience
- Average education level

B. Language skills:
Must be able to read, write, speak and understand English; write reports with proper format, punctuation, spelling, and grammar; speak with poise, voice control and confidence using correct English and pleasant voice tone.

C. Math Skills:
- Must be able to add, subtract, multiply and divide

D. Physical demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Requires bending, stooping, the mobility to climb stairs and frequently lift and/or move objects weighing up to 10 lbs. and occasionally lift and/or move items weighing up to 50 lbs. Requires hand and eye coordination and manual dexterity.

Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

E. Computer Skills
- Ability to learn/be proficient in use of Property Management System

F. Supervisory responsibilities – List the titles of positions supervised:
None

G. Financial responsibilities – List monetary/accounting responsibilities applicable to this position:
Responsible for cash drawer during shift, accurate processing of charges, collection of payment and preparation of pay-in.
Responsible for balancing the shift/the day as applicable.

H. Work environment – the work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Noise level is affected by number of guests arriving/departing and number of telephone calls.

I have read and understand the functions of the job description for my position and am willing and able to perform all functions of this position with or without reasonable accommodations. I understand that certain items in the job description may not be applicable to all properties. I understand that it is my responsibility to advise my employer and provide appropriate medical documentation as required to support a request for reasonable accommodations to enable satisfactory completion of essential job functions. I understand that this job description is not an employment contract, implied or otherwise, and the employment relationship is at-will. I further understand that I have an obligation to take advantage of the complaint reporting procedure and to report any unwelcome sexual or other unlawful harassment in accordance with the Unlawful Harassment Policy.

Employee Signature

Date (mm/dd/yy)

The company reserves the right to modify, interpret, or apply this job description in the company's sole discretion.

- Copy to employee
- Copy to employee file

JOB DESCRIPTION

JOB TITLE: Night Auditor – RHE Holdings #2, Inc.

EXEMPT POSITION: No

REPORTS TO: General Manager* / Property Manager* / Assistant General Manager* /
Front Desk Manager* (*delete as appropriate to the property)

Scope & General Purpose

To perform in a pleasant, professional and efficient manner Night Audit responsibilities achieving timeliness, accuracy of information, guest satisfaction and security of the building as required by the management company and the brand.

Essential Functions

1. Reports to work on time as per schedule. Well groomed; name badge and proper uniform or appropriate attire as defined by company/brand policy
2. Practices customer service behaviors i.e. listening, initiative, responsiveness, cheerfulness, accommodation, courtesy, honesty and professionalism
3. Demonstrates good communication skills and helps ensure optimum communication between all shifts, departments, and management
4. Demonstrates positive team spirit providing assistance to other team members as necessary to achieve required standards of productivity and guest care
5. Makes decisions in the best interest of the property and in compliance with all applicable policies and procedures
6. Checks guests in and out in a cheerful, friendly manner, maintaining efficiency, accuracy and compliance with legal requirements, brand & company standards
7. Ensures accurate processing of charges and completes/balances close of day reporting with full handover to next shifts
8. Sells guest rooms and services available as appropriate with understanding and application of yield management techniques
9. Supports marketing/sales/loyalty programs as required by the brand and/or the Company
10. Knows rates, locations, furnishings, amenities, and special features of all guest rooms and property
11. Shows rooms to prospective guests
12. Operates telephone switchboard professionally and efficiently, receives and transfers calls, takes guest messages thoroughly and accurately, and notifies guests of messages
13. Ensures timely wake up calls
14. Demonstrates competence in use of computer system and runs/distributes reports as required by the property and management company
15. Takes and records advance reservations with accuracy, confirms as requested; knows status of reservations on a daily and future basis
16. Observes safe cash handling procedures required by brand and company policy and is responsible for cash drawer, cash, credit card and check transactions on shift
17. Maintains a clean and organized front lobby and front desk area
18. Monitors and records turndowns
19. Sets up/maintains breakfast area with fresh coffee, tea, and breakfast items; keeps area well stocked, clean, and organized, as applicable
20. Works morning/afternoon or evening front desk shift as requested
21. Conducts security checks as directed and maintains security of guests and building
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23. Controls costs by properly using departmental supplies, water and electricity
24. Follows key control and security procedures
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27. Ensures safe use of chemicals and equipment in accordance with Material Safety Data Sheets (MSDS) and manufacturers' instructions
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