

Brett Robinson Gulf Corp Phoenix All Suites

Guest Services Attendant
Gulf Shores, AL



Company Biography

Gulf Shores and Orange Beach are Alabama's beautiful beach towns!

Brett Robinson was established in the 1960's as a real estate company and it has progressed to become the premier vacation rental company on the Gulf Coast.

Brett Robinson serves vacationing guests who travel great distances to enjoy our award-winning beaches, a medley of fun entertainment, unique shopping and delicious dining. Our condominiums are located on the emerald green waters of the Gulf of Mexico in Orange Beach and Gulf Shores, Alabama.

Students working for Brett Robinson will walk, ride a bike or ride a company van to work. Student apartments are fully furnished including all linens and a fully equipped kitchen. There are many opportunities to secure a second job in the community.

Work and Pay Details

Position title: Guest Services Attendant

Hourly wage: \$9.50

Tips? No

Description of position:

Guest Services Attendants perform any combination of cleaning duties to maintain condominiums in a clean and orderly manner. Emphasis is placed upon communicating with guests and owners as housekeeping needs arise and taking action to correct cleanliness as necessary. Work shifts will alternate between day and late evening.

This position requires an evaluation of the cleanliness of each unit and making corrections as necessary to accommodate guests and owners' arrivals. Duties will also include ensuring that the cleanliness of condominiums meets the standards of Brett Robinson. This role will also include the removal of trash and linens from rooms and hallways, as well as the loading and unloading of supplies and linens.

Guest Services Attendants must be prepared to complete additional duties as assigned by the Supervisor, Front Desk Staff, Evening Manager

Guest Services Attendants will earn at least \$9.50 per hour, but will often have the opportunity to earn excess as they complete cleaning condominium cleans.

Among the duties of a Guest Services Attendants are:

- Making needed corrections in condominiums per guest's request.
- Delivering of linens as needed to guests.
- Changing bed linens in a neat and clean manner.
- Removing and collecting linens for laundering and transporting them to the designated areas.
- Dusting furniture
- Emptying wastebaskets and cleaning them inside and out.
- Cleaning tile floors with the use of a broom and mop.
- Cleaning tubs, sinks, countertops, mirrors, toilets, door panels and shower curtains with the equipment and products provided.
- Performing all duties in a safe manner.
- Responding to and taking the appropriate actions to resolve guests' complaints and concerns.
- Checking clean condominiums and making necessary corrections to ensure standards are met.

Specific qualifications required:

- Must be dedicated, flexible and energetic.
- Must be willing to work in a team environment.
- Due to the duties of this job, employees can't have allergies to cleaning chemicals or dirt/dust. Face masks may be provided, if needed.
- Must have the ability to read, write, and understand instructions given in the English language.
- Must have the ability to understand and respond to verbal instructions given in the English language.
- Housekeepers serve as a representative of our company and must display courtesy, respect, tact, and discretion in all interactions with other employees, owners, guests, and members of the local community.

Estimated weekly wage (incl. tips): \$323.00

Bonus: None

Conditions of bonus:

Average hours for last year's students? 36 Hours

Maximum weekly hours allowed: 40 Hours

Minimum average number of hours? 34 Hours

Possibility of getting more than average hours: Average

Work and Pay Details			
Students get the most hours in:	June, July and August	Students get the least hours in:	
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:	Within a condominium complex under the guidance of a supervisor.		
STUDENTS MUST BE FLEXIBLE - the Site of Activity may change when you arrive.			

Other Job Details	
Minimum english level:	(4) Intermediate
Description of working conditions:	Duties require physical activities that require moving one's whole body, such as lifting, balancing, walking, stooping, kneeling and squatting. Activities often require considerable use of the arms and legs, such as in the physical handling of materials, climbing stairs, and kneeling to check under furniture and the ability to lift up to 40 pounds.
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?	\$0.00
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?	No		
Details of purchasing required clothing or footwear:	Uniforms and uniform shoes are provided through service fee. The cost is included in students service fee.		
Do you have company grooming requirements?	Yes		
Details of company grooming requirements?	Neatness and cleanliness are a must. No facial piercings. Hair must be neat, conservative, and clean. Hair that is shoulder length or longer must be gathered in a neat ponytail. Uniforms must be washed daily. Students must maintain good hygiene and bathe daily.		

Other Company Details			
Company hires couples?	No	Company hires groups of up to 4?	Yes
Drug test required?	Yes	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?			
<ul style="list-style-type: none"> • Most students travel around the community by bicycle. Students can bike, walk, or take advantage of other daily errand runs to grocery stores, restaurants, as well as locations of interest. • Students are welcome to secure a second job as long as it does not interfere with their job at Brett Robinson. • Students are encouraged to take their lunch to work. • Opportunities to converse in English are readily available on the job site, working alongside Americans, as well in the community. • Students from many different countries experience the hospitality offered within this beach community. 			

Training Information			
Is job training required?	Yes	Length of training:	2 weeks
Are students paid during training?	Yes	Hourly pay rate during training:	\$9.50
How many hours per week are students likely to receive during training period?	34		
Any other details?			
Guest Service Attendants will most likely find that paychecks differ from employee to employee due to work completed.			
Weekend work is required.			
Various types of cleaning may be required to include:			
Seasonal (more detailed clean), departure clean and hotel touch-up clean.			

Worksite Location			
Worksite location:	Within a condominium complex under the guidance of a supervisor. STUDENTS MUST BE FLEXIBLE - the Site of Activity may change when you arrive.		
Nearest major city:	Pensacola, FL	Worksite setting:	Resort/Ocean/Lake

Worksite Location

Nearest major airport: Pensacola, FL	Distance to nearest major airport: 40 miles
Additional worksite setting details: Condominiums are located within complexes located in Gulf Shores or Orange Beach, Alabama.	

Standard Arrival Information

Are students required to arrive or depart on specific dates?	Yes
Details of required arrival or departure dates: Students must arrive at the Pensacola, Florida Airport on the assigned arrival date. (Housing and transportation will not be provided if you arrive before your assigned arrival date). Students must arrive between 7am - 9pm. Transportation will be provided to students who confirm arrival information 2 weeks prior to arrival at transportation@brett-robinson.com . Students must vacate their Brett Robinson housing within 3 days of the end date noted on their job offer.	
Mode of transportation: Employer will arrange pick-up	Students must arrive between these hours: 7am to 9pm
Cost: \$0.00	
Other details: Students must arrive at the Pensacola, Florida Airport on the assigned arrival date. (Housing assignments will only be provided to those who arrive at the Pensacola Airport on their assigned date.) Students must arrive between 7am - 9pm. Transportation will be provided to students who confirm arrival information 2 weeks prior to arrival at studentinfo@brett-robinson.com . Students must vacate their Brett Robinson housing within 2 days of the end date noted on their job offer.	

After Hours Arrival Information

General information:	Students arriving after 9:00 pm on their agreed upon arrival date will have to make arrangements for the night. Students will be picked up around 10 am the next morning.		
Name of accommodation:	Motel 6	Accommodation address:	7827 North Davis Highway, Pensacola, Florida 32514
Cost per night:	\$65.00		
Best way to travel from airport to overnight accommodation:	Airport shuttle or taxi. Both of these will be located at the Pensacola Airport. You may contact the motel at 850-476-5386		

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		
Assistance detail:	Employer will arrange transportation to Social Security Office.		
Where is the nearest social security office?	Fairhope, AL	Distance:	30 miles
How will students be paid until their social security card arrives?	Regular Pay		

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:	Company provided housing in Orange Beach/Gulf Shores AL		
Is the student required to sign a separate housing contract?	Yes		
Type of housing provided:	Apartment	Number of students to a room:	3-4
Housing details:	Fully furnished 2-3 bedroom apartments housing 6 to 8 occupants. Fully equipped kitchens. All linens provided. Service fee includes wireless internet and utilities. Housing is only available starting on your agreed upon arrival date. If you arrive prior to your agreed upon arrival date, you will have to secure your own housing until that date. Students are required to move out of their housing within 2 days of their work end date noted on their job agreement. Absolutely no co-ed housing is provided or permitted.		
Do you offer co-ed housing?	No		
Cost of housing - per week:	housing is included in the \$125 service fee	Includes utilities?	Yes
Are housing costs deducted from paycheck?	Yes		

Housing Details

Is a housing deposit required?	Yes	Amount of housing deposit:	\$200.00
Instructions for payment of housing deposit:	\$200.00 cash security deposit is payable in cash at Orientation, your start date. The service fee includes cost for housing, transportation, activities, uniforms and utilities.		
Housing deposit due date:		Is deposit refundable?	Yes
Conditions of deposit refund:	Security deposit will be refunded upon completion of employment agreement and leaving apartment in its original condition. For refund of deposit, student must confirm departure date to Brett Robinson at least 2 weeks prior to end date, and must move out of Brett Robinson housing within 2 days of agreed upon job offer end date. Students must be present at departure appointment.		
How will deposit be refunded?	This will be directly deposited into student's locally established bank account.		
Are students required to live in provided housing upon arrival?	Yes		
During their work stay, can students find alternate housing?	No		
If yes, is there a penalty?	No		

Transportation to/from Worksite

Method of transportation to worksite:	walk, bicycle, company van		
Distance to worksite:	varies from 1/4 miles to 5 miles	Is worksite within walking distance of housing?	Yes
Cost of public transportation to worksite:	\$0.00		
Details of public transportation to worksite:	Taxi and Ubers		
Cost of transportation to worksite provided by employer:	\$0.00		
Details of transportation to worksite arranged by employer:	Company van will be available to transport students who live further than walking or biking distance from their work site assignment.		
Cost of arranging own transportation to worksite:	\$0.00		
Details of arranging own transportation to worksite:	N/A		

Housing Amenities

Available public transportation:	None Specified		
Access to public transportation?	In town access		
On Site Housing Amenities			
Laundry:	Yes	Linens:	Yes
Refrigerator:	Yes	Microwave:	Yes
TV:	Yes	Telephone:	Yes
Computer/Internet Access:	Yes	Utensils:	Yes
Individual Beds:	Yes	Private bath:	No
		Air conditioning:	Yes
		Security guard:	Yes
		Gym:	No
Nearby Amenities			
Supermarket:	Walking Distance	Restaurants:	Walking Distance
Shopping mall:	In town/accessible	Fitness center:	In town/accessible
Post office:	Walking Distance	Laundry:	Walking Distance
Bank:	Walking Distance	Internet cafe:	Walking Distance
Movie theater:	In town/accessible	Library:	In town/accessible
Additional amenities:	Daily errand trips provided to community banks, grocery stores, libraries, gym, post office and other community resources. Bathrooms are shared with roommates. Laundry is available at the housing complex		

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):	Yes
Organized Potluck(s) or Dinner(s):	Yes	Organized Trip(s) to Major City:	Yes
Organized Karaoke Night(s):	Yes	Information about Events:	Yes
Organized Movie Night(s):	Yes	Information about Local Resources:	Yes
Organized Sporting Event(s):	Yes	Information about Attractions/Sites:	Yes
Organized Staff Exchange Event(s) - Other:	Yes	Information about Local Community:	Yes
Organized Trip(s) to Nearby Attraction(s):	Yes	Other:	Yes

If Other, please describe: Daily errand trips provided. The company also offers transportation to local shopping outlets, attractions, nearby cities, organized soccer games, dolphin cruises and much more!

Additional details about cultural offerings: Brett Robinson provides many cultural events opportunities. There are daily scheduled trips to local grocery stores, shopping malls, banks, and post office. There are weekly events scheduled to museums, sporting events, and nearby cities. OWA will include the largest roller coaster in the Southeastern United States. Get ready for some excitement!

Qualified students will have the opportunity to participate in our Job Shadowing Program. Students spend quality time with a professional in the student's field of study.