

WEST BRANCH ANGLER & RESORT

HANCOCK, NY



HOSPITALITY POSITIONS

JOB DESCRIPTION & RESPONSIBILITIES



Our hospitality staff shares all necessary duties and include a wide variety of jobs. These positions encompass serving, dining room cleanup, washing dishes, cleaning guest rooms, laundry and assisting management in many other areas. We look at each individual applicant and discuss what your goals are. This is a great opportunity for someone trying to get their foot in the door for a wide variety of positions. The area our resort sits in is stunning, offering our employees the chance to fish, kayak, hike and enjoy the outdoors. We want our new team members to have the same passion for the outdoors as the rest of our staff.

REQUIREMENTS:

Friendly, good communications skills, organized, responsible, sound work ethics, service oriented and self-motivated.

Healthy, physically fit, strong, neat and clean appearance

This position requires a physically fit person. It requires carrying vacuums, cleaning supplies and a wide variety of other items. The commercial dishwasher trays can weigh 50 pounds when full of plates.

Ability to handle a wide variety of tasks and perform well under stress.

We do not want to hold your hand, we are looking for "go getters" who will take the bull by the horns and get the job done.

Valid Drivers License and Vehicle in good working order

Because of our remote location, it is very difficult to replace any of our crew. We expect a commitment from our staff to stay through the agreed upon timeframe. Not only do our customers expect this, your co workers depend on it. It is important that our applicants understand the operation and what responsibilities will be required of them.

HOSPITALITY POSITIONS

JOB DESCRIPTION & RESPONSIBILITIES CONTINUED

DATES OF EMPLOYMENT:

Our hospitality positions are either full season (April through October) or part time where we can be flexible around your schedule. Due to the remote location of our facility, housing can and will be provided if needed for our seasonal staff. Please make us aware of your needs during the interview process.

DRESS CODE:

The appearance of our staff sets the tone and impression for the quality of service that we provide. Clean, neat, and professional appearances reflect a high degree of service and responsibility. We supply some of your uniforms needed for work and guest interaction, but you will be required to bring some specific items, such as khaki pants and black pants

SCHEDULE:

All of the hospitality positions are flexible; full time is preferred and will be filled first. Part time work will be considered depending on the applicant and available positions. Your schedule will be posted one week in advance and will vary, depending on the amount of guests and functions taking place.

COMPENSATION:

negotiable and will vary depending on position and level of experience, gratuities typically play a large role in your compensation, they are yours to keep and almost always reflect the level of service you provide.

Available Positions:

Wait Staff Positions:

Our hospitality server staff rotates between serving and kitchen clean up. Most of the time you will be working evenings for our full service restaurant, occasionally assisting with Breakfast. Assisting with the set up and tear down of all restaurant-catered events will also be required. We create an atmosphere of casual yet fine dining and have multiple servers per evening with the Assistant Manager & executive chef overseeing the dinner service. Gratuities are yours to keep and will account for a large part of your compensation.

Housekeeping Positions:

West Branch Angler Resort has 30 full service cabins onsite; we can see multiple turnovers per day so this position rarely slows down, especially on weekends. Cabins will be touched up daily, meaning housekeeping staff has direct interaction with guests, so a great personality is a must. This is a position that produces a good amount of tips that are yours to keep. Housekeeping is also responsible for insuring the safety of cabins, both inside and out. Reporting all maintenance issues immediately to management is crucial. This position can be combined with other hospitality positions if you are looking for a maximum work load, typical work week will consist of 40 hours, but you must be willing to work overtime if needed.

We require our crew to present themselves in a professional manner at all times. The hospitality/lodge positions require individuals who are energetic, healthy, and have the ability to handle the demands of a potential split shift and high volume workloads. We are looking for people who are presentable, friendly, and can project a hearty welcome to our guests. We would like all of our team member to have a positive attitude, show extraordinary manners, and be courteous at all times. We need people who can work together as team players and can cooperate easily with others. Our standards and expectations of our staff are exceedingly high, you must show up and be ready to give 110% We expect our facilities to be kept spotlessly clean, meals excellently presented and served, and our guest services and relations to be outstanding. Be prepared to work very hard and with great enthusiasm!

Interested & Qualified Applicants:

Please call or email, the interview process will take place over a couple phone calls and finish with a face to face meeting. We want to get to know you, after all you will be joining the West Branch Family!

800-201-2557

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