



## POSITION OPPORTUNITY INFORMATION

<b>Job title</b>	Resort Associate
<b>Where is this job located?</b>	Dollywood's DreamMore Resort and Spa
<b>Employer housing?</b>	Yes
<b>How many positions are available for this job at this location?</b>	4
<b>Housing dependent on employment?</b>	Yes
<b>Staff required to reside in employer arranged housing?</b>	Yes
<b>Beginning Date</b>	12/15/2023
<b>End Date</b>	03/15/2023
<b>Job description and duties</b>	<p>Resort Associates will be assisting in all departments of the resort including, but not limited to, Housekeeping, Culinary, Food &amp; Beverage, Front Office, Banquets, Grounds, and Customer Service.</p> <p>Responsibilities</p> <ul style="list-style-type: none"> <li>• Greeting and seating guests, take food and drink orders, understand and upsell the menu, arrange tables, set up and clean tables, deliver food and drinks to the tables, deliver checks and collect payments, follow all food handling and safety guidelines, wash dishes, hostess, set up buffet lines, banquet events, assist in the kitchen.</li> <li>• Preparing, arranging, and cooking a variety of cuisines for restaurants, banquets, and room service. Individuals</li> </ul>

must maintain cleanliness in food preparation areas, and they must ensure food is safely handled, stored, and cooked. Clean kitchen, wash dishes, set up/tear down buffet lines.

- Performing housekeeping duties such as cleaning and sanitizing guest rooms and bathrooms, stripping and making beds, replacing amenities, vacuuming, dusting, cleaning bathrooms, laundry services, clean/dry and fold linens and robes, cleaning public areas, organizing housekeeping carts and backstock. Housekeepers make sure the property is well cleaned and stocked and create a comfortable, clean atmosphere for guests of the hotel.
- Greeting guests, assist with answering guest inquiries, answering phones, registering guests, assigning rooms, accommodating special requests, help book guest activity and restaurant reservations, ensuring the guests have a pleasant stay and smooth checkout.
- Performing grounds keeping duties such as planting flowers and grass, trims weeds, and rakes leaves as assigned. Picks up and removes trash prior to mowing a designated area. Empties trash and recycling containers. Trims bushes, shrubs, and hedges.
- Assist with the complete setup and breakdown of the banquet area.

<p><b>Required skills / physical demands</b></p>	<p>Intermediate-Advanced English Level Required. Qualifications and Requirements:</p> <ul style="list-style-type: none"> <li>• Able to work independently &amp; part of a team</li> <li>• Ability to work under pressure</li> <li>• Positive attitude</li> <li>• Strong work ethic</li> <li>• Can work 8-10 hours on feet</li> <li>• Must be able to lift up to 40lb</li> </ul> <p>Must be comfortable standing outside for 6-8 hours each day</p>
<p><b>Pay rate</b></p>	<p>1</p>
<p><b>Expected hours per day</b></p>	<p>2</p>

<b>Estimated hours per week (min 32)</b>	32
<b>Pay schedule</b>	weekly
<b>Can weather affect work schedule?</b>	No
<b>Overtime Opportunity?</b>	No
<b>Bonus / commission?</b>	No
<b>Is training required?</b>	Yes
<b>Explain training</b>	Students will complete one week of training with their department manager
<b>Uniform / dress code?</b>	Yes
<b>Explain uniform / dress code</b>	Provided by property. Students are required to bring black comfortable non-slip shoes.
<b>Are the available positions gender specific?</b>	No
<b>Please list any benefits available to the staff filling these positions.</b>	Housing offered at \$300/month

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