

**This folder is not the application form you asked for is it? Not only is it not that, it isn't even a glossy brochure intended to tell you why you should work here. It actually tells you why you may not want to work here!**

As the General Manager, it is a big part of my job to find people who can be successful working with us here, people who will grow with us and stay with our company.

Are you someone who can smile and greet perfect strangers at the end of a tiring day? Are you someone who sees things that aren't right, including trash on the ground, and does something about it?

Do you like to learn and use what you've learned? Are you interested in building a career in an exciting industry that brings lots of skills together to accomplish goals?

If you are all of these people, then you need to interview with me or one of the other managers/supervisors who help our staff manage this hotel.

By the way, we've mentioned teams. Part of our hiring process includes being interviewed by some of your potential co-workers. Wouldn't you like to work in a place where you help do the hiring?

If you decide this is the kind of place you would like to work, I look forward to meeting you.

If you are unhappy with the interview process, or have questions, call our employee hotline at 866-923-1200.

Cordially,  
**General Manager**

## About this Hotel

This hotel is a great opportunity for you. We are always in the process of building the hotel's business and improving everything we can. In order to do this, we need to add excellent new people to work with the great employees this hotel already has.

This hotel is managed by HVS Hotel Management. We specialize in managing hotels for many different kinds of owners. We have hotels in different parts of the United States and are recognized for the way we treat the people that work with us in each of our hotels.

The rooms in this hotel rent for different prices depending on the time of year, day of the week, and local events.

Our guests include business travelers, families and couples visiting the area for a variety of reasons. We get groups such as tours from all over the United States, tour buses for seniors, family reunions, plus weddings and business conferences.

We have a variety of departments:

### Front Office

This team answers the phone, takes reservations, checks people in and out and provides assistance and information to our guests.

### Housekeeping

This dedicated team cleans our public areas, guest rooms and washes the towels and bed linens.

### Complimentary Breakfast

For our guests.

*You may also email us at [JobOpportunities@HVSHotelManagement.com](mailto:JobOpportunities@HVSHotelManagement.com)*

**What you can expect when you join our team and what we expect from you**

**Please read this information carefully before you ask for an application.**

# What we provide & what we expect



This folder lets you know what you can expect when you join our team and what we are expecting from you.

When you come to work here, you truly join a team. We work hard to ensure that all of our staff works together to contribute to each other's success and to the success of the hotel. Even our bonus incentive plans are team-based.

The success of the team and this hotel depends on providing our guests with a wow experience, a better experience than they expect and a better experience than other hotels with similar prices give. To do that, we need to have people join our team who will take pride in themselves and their work.

If we just described you, we want you with us! Help us exceed our guests' highest expectations.

*If you are hired, it is important to remember that your relationship with the hotel is one of "at-will" employment. This means that either you or the hotel can choose to end the employment relationship at any time, for any reason, and without any notice. This employee brochure shouldn't be considered as an employment contract and we aren't promising that, if hired, you will work for the hotel for any specific length of time.*

**We have a passion for service... you'll see it in the way we help you get better results than you thought possible.**

## What we PROVIDE

- Competitive wages paid on time twice a month.
- Six days of Holiday Pay per year.†
- One week vacation after one year, two weeks after two years, and three weeks after five years.†
- Overtime pay when appropriate.
- Incentive pay for most positions.†
- Free uniforms and name tags.
- Quality training for your primary job and cross training for others later.
- Discount rates at thousands of hotels.
- Assistance in getting certified in your position by the Educational Institute of the American Hotel and Lodging Association.
- Help with career-related continuing education.†
- A strictly enforced no discrimination and harassment policy.
- Health insurance, including preventive dental insurance.†
- Company-paid life insurance
- 401K retirement plan with discretionary annual match
- A toll free number to call when you have questions that haven't been answered here at the hotel or if you feel you've been treated unfairly.
- We spend money every month for parties and activities for you and sometimes, your family too.
- Regular staff meetings and other opportunities to learn what is going on in the hotel and to tell us your ideas and what you think.
- Consistent enforcement of rules and policies.
- A positive and supportive work environment where you can grow professionally and personally.

## What we EXPECT

- Come to work on time and as scheduled.
- Have reliable transportation or access to public transportation.
- Have a telephone or ways to get messages reliably.
- Wear your uniform and name tag properly including prescribed shoes, stockings, belts on any pants with belt loops and accessories and have them on properly before arriving on the hotel property to clock in.
- Smile warmly and give a friendly greeting to all hotel visitors and fellow employees whenever you encounter them.
- Follow our appearance standards at all times when in uniform. These include: no visible body piercing except small simple stud earrings, neatly combed hair worn above the collar (for men) with a natural appearing color, no facial hair except neatly trimmed mustaches for men (beards by permission only), no excessive makeup or nail length or polishes for women, short neatly trimmed nails without polish for men
- No visible cell phones or pagers may be carried, ringers must be set to lowest setting or on vibrate and personal calls are not allowed except in family emergencies as judged by supervisors. Emergency conversations may not take place in the presence of guests.
- Use the training we offer and complete required training by the due dates required.
- Be tested for certain certified positions within 120 days of starting or being promoted and pass within 30 days of the first test. You can learn more about certification at EI-AHLA.org.
- Attend staff and other meetings and regularly attend employee functions.
- Work efficiently and do your share to accomplish the expected work.
- Be honest and respectful of the hotel's and our guests' property regardless of value.
- If you are or become a supervisor, you are expected to set the example for all other staff at the hotel.
- Give timely notice to a supervisor in case of illness or other emergencies.

† For employees who work 30 or more hours per week and have been employed with us more than 90 days. Part-time employees receive some benefits in proportion to their hours. Temporary and new employees are not eligible for these benefits. Details of these and other policies are available in the manager's office.