

# The Ritz-Carlton, Lake Tahoe



## **Employer Description:**

The Ritz-Carlton, Lake Tahoe hotel is situated mid-mountain on Northstar Resort, and features ski-in, ski-out access with mountain services. Some highlights of this luxury ski resort in Lake Tahoe include luxurious accommodations with in-room fireplaces, floor-to-ceiling windows and private walk-out balconies with extraordinary views of the mountain and Martis Valley. Other amenities include the Mountain Concierge service providing assistance with ski equipment and storage and ski-in, ski-out access to the Northstar lifts, extraordinary dining in Manzanita, a 16 treatment room Spa, and a Fitness Center with state-of-the-art cardiovascular and weight-training equipment. The Ritz-Carlton is looking for enthusiastic and friendly employees who can meet the resort's high standards for quality service.

Recognized as “the gold standard” of hospitality, The Ritz-Carlton selects only the most passionate and skilled hospitality professionals. And as one of our Ladies and Gentlemen, you will reflect the values that make us the world’s finest luxury brand. Here, in a diverse environment where individual aspirations are fulfilled and quality of life is enhanced, you will be inspired to work alongside your fellow employees to bring special moments to life for our guests and each other. <http://www.ritzcarlton.com/laketahoe>

## **Job Types – Number of Positions:** 20-25 positions total

Spa Attendant – 4 positions

Spa Desk Agent – 1 position

Club Lounge Attendant – 1-2 positions

Server Attendant – 15 - 20 positions

Host – 2 positions

**Job Descriptions:**

**Server Attendant & Club Lounge Attendants** - Complete final breakdown of function, by cleaning the room, and cleaning and returning equipment to its proper location. Complete closing duties, including storing all reusable goods, locking doors, breaking down goods, etc. Set up, stock, and maintain work areas. Monitor and maintain cleanliness, sanitation, and organization of assigned station and service areas. Transport dirty linen to correct area to be cleaned, separate napkins from tablecloths, and restock linen shelves with clean linens. Maintain cleanliness of work areas throughout the day, practicing clean-as-you-go procedures. Assist other departments when needed to ensure optimum service to guests.

**Host** - Greet guests and determine the number in their party. Seat guests by finding a clean, available table; pulling out chairs; placing clean/current menu in front of guest, etc. Guide guests through the dining rooms and provide any needed assistance. Move and arrange tables, chairs, and settings and organize seating for groups with special needs. Ensure place settings are appropriate and each guest has a napkin, clean silverware, and any other item that is part of the standard place setting. Check menus to ensure they are current, clean, plentiful, and wrinkle-free. Maintain cleanliness of work areas throughout the day, practicing clean-as-you-go procedures. Monitor dining rooms for seating availability, service, safety, and well-being of guests.

**Spa Desk Agent & Attendant** - Provide general spa orientation to guests upon arrival, such as the location and use of locker rooms, lounge areas, and hospitality stations. Answer phones and book reservations. Offer guests amenities such as water, juice, or heated neck pillows. Answer questions about general property information and amenities. Escort guests to and from treatment rooms. Check computer for updates and changes to schedule regularly throughout the day. Maintain cleanliness of workstation, treatment rooms, spa/salon locker room, and lounge areas. Dispose of trash and dirty linens in the proper area. Secure supplies and equipment at the end of each shift. Stock towels, linens, supplies, and amenities in the locker room, lounge areas, and hospitality stations.

**English Requirement:**

Very strong English is required for all positions.

**Other Requirements:**

The Ritz-Carlton requires that all employees pass a pre-employment drug test and background test.

**Work Dates:**

Arrival Dates: June 1 – June 20

Departure Dates: September 20 - September 30

**Male/Female, Couples, Friend Groups:**

No preference for male/female ratio, couples ok, friend groups ok.

**Salary:**

Spa Attendant \$13.00 per hour

Spa Desk Agent \$14.94 per hour

Club Lounge Attendant \$14.50 per hour

Server Attendant \$11.59 per hour

Host: \$15.45 per hour

**Work Hours:** 32 to 40 hours per week. Employees are schedule based on business needs. Schedules are communicated to all employees by Thursday, Work Week is Saturday - Friday.

**Housing Information:** The Ritz-Carlton Lake Tahoe does not provide housing, but apartment housing is available. A list of housing locations will be provided to participants directly. Housing fees are paid directly to the apartment complex.

**Tahoe Vistana Inn**

6549 N Lake Blvd, Tahoe Vista, CA 96148

(530) 546-2529

**Ferrari Crown Resort**

8200 N. Lake Blvd. / P.O. Box 845 Kings Beach 96143

(530) 546-3388

**Craigslist for summer house rentals**

[www.craigslist.com](http://www.craigslist.com)

**VRBO for summer house rentals**

[www.vrbo.com](http://www.vrbo.com)

**Uniform:** The Ritz-Carlton will hold you to a very high level of personal conduct and a conservative, neat and clean appearance must be maintained at all times. Male hair must not be longer than 1 inch below the collar. Hair that extends below the collar must be neatly pulled back and fastened. Beards, goatees and mustaches are permitted. Beards and goatees must be neatly trimmed and maintained, not to exceed ½ in length. No facial piercings will be allowed. Tattoos must be smaller than 3x3 inches and are not permitted on the face, neck, hands or fingers. All uniforms will be provided by the employer. The employer will also be responsible for laundering your uniform. If you are on the resort property during non-working hours, you should maintain a business casual appearance. Males should wear khaki or dark pants (no jeans), a collared shirt, and casual dress shoes (no sneakers or sandals). Females should wear non-jean slacks as well, and should not wear short skirts or revealing clothing.

**Area Description:**

High in the Sierra Nevada Mountains, straddling the borders of California and Nevada, Lake Tahoe is one of the most cherished vacation spots in the United States. Over three million people visit Lake Tahoe annually to enjoy its pristine environment and abundant outdoor adventures. Snow and skiing have become favorites, with the area boasting a dozen world-class ski resorts, while the Lake with its many beaches, watersports and crystal clear blue waters entices the Spring, Summer and Fall destination guests. There are lake-front restaurants all over the lake, most equipped with docks and buoys. There are all sorts of boating events, such as sailboat racing, firework shows over the lake, as well as guided cruises.

- Truckee, California is a ski resort town located in Northern California, part of the Lake Tahoe area. Reno, NV is 45 minutes away. Sacramento, CA is 2 hours away. San Francisco, CA is 3 hours away.

- Local stores include Safeway, CVS, Raley's.

- [www.truckee.com](http://www.truckee.com); [www.visitinglaketahoe.com](http://www.visitinglaketahoe.com)