



Janus International Hospitality Student Exchange


US State Department Designated J-1 Sponsor Agency

16102 Theme Park Way, Doswell, Virginia 23047
Toll Free: 1-866-249-3888 Fax: 1-804-876-3113

JOB DESCRIPTION: MADDEN'S ON GULL LAKE

LOCATION: BRAINERD, MINNESOTA

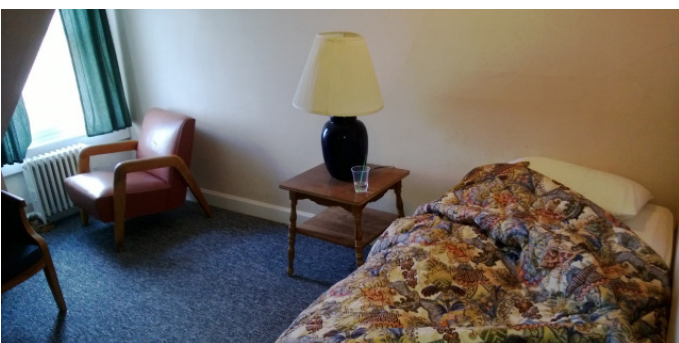
| EMPLOYER INFORMATION | |
|-----------------------------------|---|
| EMPLOYER | <ul style="list-style-type: none"> MADDEN'S ON GULL LAKE, BRAINERD, MINNESOTA 11266 Pine Beach Peninsula, Brainerd, MN |
| JOB TITLE/ JOB DESCRIPTION | <ul style="list-style-type: none"> Dining Room Server: Serve guest meals using menu service, banquet service, or buffet service at any of the five different food outlets at Madden's. Requires a minimum of 4 hours standing time and minimum lifting ability of 30 pounds. Please make sure to read and understand the file "Server Madden's on Gull Lake" provided on page 6 and 7. Female only Housekeeping: Perform cleaning functions in guest rooms and public areas. Requires a minimum of 7 hours standing time and a minimum lifting ability of 50 pounds. Accommodates guests of the resort by performing housekeeping duties. Please make sure to read and understand the file "Housekeeper Madden's on Gull Lake" provided on page 8 and 9 Guest/Resort Service: Set up meeting rooms, audio visual equipment and coffee breaks; assist guests through transportation services, baggage handling, room delivery, light maintenance. Requires a minimum of 7 hours standing time and minimum lifting ability of 100 pounds. Please make sure to read and understand the file "Server Madden's on Gull Lake" provided on page 4 and 5. Male students Excellent communication skills required Must be able to keep a calm professional manner under stressful situations |
| ENGLISH LEVEL | <ul style="list-style-type: none"> Moderate to Excellent English is required |
| EMPLOYMENT POSITION INFORMATION | |
| WORK DATES | <ul style="list-style-type: none"> Earliest Work Start Date: May 5th Latest Work Start Date: May 30th Earliest Work End Date: August 25th Latest Work End Date: September 30th |
| HOURLY RATE PAY | <ul style="list-style-type: none"> \$7.25-per regular hour. Overtime rate (after 40 hours/week) is \$10.88/HR |
| AVERAGE # OF HOURS | <ul style="list-style-type: none"> 25 – 40 average hours per week through whole program (After orientation, training & achievement of satisfactory performance). Should be prepared to work on weekends |
| PAYCHECK FREQUENCY | <ul style="list-style-type: none"> Paychecks paid bi-weekly |
| MEAL DISCOUNT | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> YES. 10 punch meal card purchased for \$30.00 |
| TRANSPORTATION 2 WORK | <ul style="list-style-type: none"> Housing on site |
| UNIFORM REQUIREMENTS | <ul style="list-style-type: none"> Uniform shirt, nametag, apron provided Please see uniform information on pages 4 – 9 Students have to bring: pants, belt, shoes. Please see the uniform information on pages 3 – 6 of this file |
| GROOMING CODE | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Yes. Facial hair for men should be clean shaven and hair above collar length. Good personal hygiene is a must, including daily shower and bath and use of deodorant. No visible tattoos or piercing during work. Please see the information on pages 4 – 9 |
| REASONABLE EXPECTATION | <ul style="list-style-type: none"> Much depends on the economic conditions in the U.S. during your employment here. The hours (shifts) you work will vary day by day. If you find a part time job, please make sure that you prioritize your obligation to your primary employer. All the part time/second/new jobs must be vetted by Janus International prior to student to start working |
| HOUSING INFORMATION | |
| HOUSING ADDRESS | <ul style="list-style-type: none"> 11266 Pine Beach Peninsula, Brainerd, MN Housing is on site |
| COST OF HOUSING | <ul style="list-style-type: none"> Rent will be \$4 per day, per student |
| HOUSING COLLECTION | <ul style="list-style-type: none"> Payroll Deduction |

| | |
|--|---|
| HOUSING DEPOSIT | <ul style="list-style-type: none"> • <input checked="" type="checkbox"/> N/A |
| HOUSING FEATURES | <ul style="list-style-type: none"> • Housing is dormitory type motel. 1-3 students per room on the site of Hotel • J-1 employees are responsible for cleaning and maintaining their own room • There will be periodic room inspections by our liaison to ensure rooms are being maintained • Participant is responsible for phone bills payment |
| HOUSING AMENITIES *Some of the housing amenities may no longer be available upon your arrival. | <ul style="list-style-type: none"> • Students per room: <input checked="" type="checkbox"/> 1-3 • Front Desk: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO • Chairs, closet, drawers: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO • Public computer and internet access: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO • Public Laundry: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO • Shared Bathroom <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO • Air Conditioning\Heater: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO |
| SOCIAL SECURITY INFORMATION | |
| NEAREST SOCIAL SECURITY OFFICE | <ul style="list-style-type: none"> • 8331 BRANDON ROAD, BAXTER, MN 56425 |
| HOW AND WHEN TO APPLY FOR SOCIAL SECURITY | <ul style="list-style-type: none"> • The Social Security Administration suggests that you wait 10 days after arrival to apply. Employer is providing assistance with applying for the Social Security card |
| SOCIAL SECURITY WEBSITE | <ul style="list-style-type: none"> • www.ssa.gov |
| AREA INFORMATION | |
| AVERAGE TEMPERATURE | <ul style="list-style-type: none"> • Summer-Fall temperature: 50s to 70s F (10s – 20s C) www.weather.com |
| WHAT TO WEAR | <ul style="list-style-type: none"> • Clothing for mild, rainy weather. Suggested clothing to bring: sweatshirt, T-shirt, pants, shorts, swimwear, closed toe shoes, flip flops, rain jacket |
| INFORMATION WEBSITE | <ul style="list-style-type: none"> • Job sites: www.janus-international.com, http://www.maddens.com/ • Visitor sites: www.exploreminnesota.com |
| NEAREST CITY | <ul style="list-style-type: none"> • Brainerd, MN – 5 miles • St. Cloud, MN – 70 miles • Minneapolis, MN - 130 miles |
| NEAREST INTERNATIONAL AIRPORT | <ul style="list-style-type: none"> • Minneapolis International Airport • Pick up is provided from Brainerd, MN, please read the arrival instruction below (page 10 of this file) |
| AREA DETAILS | <ul style="list-style-type: none"> • Students should be prepared to live in the very remote (but beautiful!) Pine Beach Peninsula area of Minnesota • Madden's on Gull Lake offering weekly trips. You can visit local attractions, local natural beauty spots (Gull lake), local entertainment (bowling, fishing, cinema), etc. |
| HOTEL FACTS | <ul style="list-style-type: none"> • Madden's on Gull Lake is Minnesota's Classic Resort, offering our guests gracious hospitality in an upscale setting. Located on over 1,000 acres with over a mile of Gull Lake shoreline, Madden's has 287 guest rooms, 6 restaurants, 63 holes of golf and the finest conference and recreational facilities. Our season runs from mid-April through late October each year. Madden's has received many accolades from industry experts, including '33rd Best Public Golf Course in North America' and the prestigious Golf Digest 5-Star Award. Working at Madden's isn't 'just a job, it's an experience. No two days are alike, as each brings with it unique and exciting opportunities to delight our guests |
|  | |
| ADDITIONAL INFORMATION | <ul style="list-style-type: none"> • Your job may not be available if you arrive late. When you obtain your travel itinerary, please email it to Janus International at student@janus-international.com and Emily Swarhout at Madden's on Gull (her e-mail info on your job offer). Please note that you are responsible for verifying your university schedule prior to your travel arrangements. You must obtain approval from Janus International and/or your employer of any changes in your Job Start or Job Ending dates prior to your arrival in the U.S. If your employer is unable to accept that change, they have the right to cancel your Job Agreement. After your arrival in the U.S., any unauthorized early departure from your program or from your employer may result in loss of deposit, program cancellation and/or denial of a future visa application • All information is current as of today (December 6, 2013), some changes may apply |

MADDEN'S ON GULL LAKE RESORT:



STUDENTS HOUSING IMAGE AS OF SUMMER 2013:





Guest Service

Job Title: Guest Service Agent

Reports To: Event & Guest Service Manager

Job Summary: Must present a personable, helpful and professional image of the resort. Responsible for all guest inquiries, comments and concerns. Accommodates guests of the resort by performing the following duties.

Principal Duties and Responsibilities:

- ❖ Assists guests with luggage and golf clubs at the designated locations or as requested.
- ❖ Cleans public areas and changes light bulbs as needed.
- ❖ Answers/handles guest questions, comments and concerns.
- ❖ Handles luggage deliveries, luggage pulls and gift deliveries
- ❖ Assists in the arrangement of guest transportation and delivery of all guest amenities.
- ❖ Shows guest rooms and resort outlets to prospective and current clients.
- ❖ Maintains the appearance and cleanliness of the indoor and outdoor pool areas.
- ❖ Stocks firewood in guest and common areas and assists in the starting of fires.
- ❖ Changes liners in all outdoor garbage bins and maintains their appearance and smell.
- ❖ Stocks pool towels and removes dirty laundry at all designated locations.
- ❖ Works closely with housekeeping to ensure a prompt check-in/out process.
- ❖ Maintains the guest beach areas by aligning furniture and picking up all debris.
- ❖ Responsible for cleaning golf carts and shuttle vans as needed.
- ❖ Assists the marina as a pontoon driver or as needed.
- ❖ Assist in meeting rooms/function space set up and cleaning
- ❖ Completes checklist for each shift
- ❖ Incorporates safe work practices in job performance
- ❖ Regular & reliable attendance
- ❖ All other duties as assigned.

Required Knowledge, Skills and Abilities:

- ❖ Excellent communication skills.
- ❖ Basic reading and math skills.
- ❖ Must be able to keep a calm professional manner under stressful situations.
- ❖ Must be able to answer questions regarding the resort and the Brainerd Lakes area.
- ❖ Ability to stay motivated without constant supervision.
- ❖ Maintains a proactive "Can Do" attitude.

Physical Demands:

- ❖ Must be able to stand for up to 8 hours per day.
- ❖ Must be able to lift items 50lbs on a regular basis. Assistance from team member available.

Uniform Requirements:

Males

- ❖ Black work pants (no cargo style) (Individual provides)
- ❖ Black comfortable shoes. (Individual provides)
- ❖ Black belt. (Individual provides)
- ❖ Blue guest service shirt. (Resort provides)
- ❖ Nametag (Resort provides)
- ❖ Jacket (Resort and Individual purchase together)

Females

- ❖ Black pants (Individual provides)
- ❖ Black comfortable shoes. (Individual provides)
- ❖ Black belt (optional). (Individual provides)
- ❖ Blue guest service shirt. (Resort provides)
- ❖ Nametag. (Resort provides)
- ❖ Jacket (Resort and Individual purchase together)

I have read and understand the above job description. If I cannot perform the essential job functions, Madden's may rescind my work offer or relocate me to another position.

Signature: _____

Date: _____



Server

| | |
|-------------------------|---|
| FLSA Status: | Non-Exempt |
| Department: | Food and Beverage Front of House |
| Reports to: | Dining Room Supervisor |
| General Purpose: | Serves guests food and beverage items in a prompt, professional and courteous manner. |

Duties and Responsibilities:

- ◆ Provides immediate attention to all guests upon seating.
- ◆ Describes specials of the day to the guests. Answers questions regarding any menu item and offers suggestions of menu items when appropriate.
- ◆ Takes food and beverage orders from guests and delivers food to guests promptly after preparation.
- ◆ Follows-up with guest to ensure satisfaction. Replenishes items as needed.
- ◆ Participates in pre-shift meetings and taste tests.
- ◆ Maintains organized workstation and side work duties.
- ◆ Accountable for checks and cash transactions. Utilizes Point of Sales System.
- ◆ Follows established systems for taking, placing, and delivering orders.
- ◆ Follows established standards for greeting, cocktail service, food delivery and general service techniques.
- ◆ Practices tray service for all food and beverage service.
- ◆ Incorporates safe work practices in job performance.
- ◆ Regular and reliable attendance.
- ◆ Performs other duties as required.

Education/Experience:

- ◆ High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Physical Demands:

- ◆ Frequently stands and walks; uses hands to finger, feel or handle; reaches with arms and hands; stoops, kneels, crawls or crouches; talks or hears. Occasionally sits; climbs or balances. Frequently lifts up to 25 pounds and occasionally lifts up to 50 pounds.

Environment/Noise:

- ◆ Occasionally works in outdoor weather conditions. Noise level is moderate.

Certificates/Licenses:

- ◆ Sanitation Training and Alcohol Awareness Training.

Job Knowledge, Skill, and Ability Preferences:

- ◆ Meets state age requirements for handling alcoholic beverages.
- ◆ Excellent communication skills – Excellent to Advanced English is required
- ◆ Basic reading and math skills.
- ◆ Must be able to keep a calm professional manner under stressful situations.
- ◆ Maintains a proactive "Can Do" attitude.
- ◆ Adaptable and able to deal with frequent change, delays or unexpected events

Uniform Requirements:

- ◆ Uniform Shirt (provided)
- ◆ Nametag (provided)
- ◆ Apron(s) (provided)

Participant should bring with them:

- ◆ Pants – Black Pants and Khaki Colored Pants
 - no cargo pants, jeans, leggings or hipsters
- ◆ Black Belt and Black Shoes
- ◆ Brown Belt, White Colored Shoes, such as clean white sneakers

Guidelines you should know:

- ◆ Visible Tattoos should be covered
- ◆ Female – piercings, two earrings per ear lobe – all other visible piercings should be removed
- ◆ Male – no piercings

I have read and agree to abide by the job description, policies and conditions of employment outlined above. I have been advised about how to access the policy manuals and/or handbooks that govern the conditions of my employment with Madden's on Gull Lake.

Employee Name (Please Print)

Date

Employee Signature

Manager's Signature

Date

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.



Housekeeper

| | |
|-------------------------|--|
| FLSA Status: | Non-Exempt |
| Department: | Housekeeping |
| Reports to: | Assistant Head Housekeeper, Head Housekeeper |
| General Purpose: | Must present a personable, helpful and professional image of the resort. Responsible for the cleanliness and appearance of all guest/common areas. Accommodates guests of the resort by performing the following duties. |

Duties and Responsibilities:

- ◆ Cleans rooms, hallways, lobbies, lounges, restrooms, elevators, restaurants, etc.
- ◆ Cleans rugs, carpets, upholstered furniture and/or draperies
- ◆ Empties wastebaskets, ashtrays and transports waste to designated areas.
- ◆ Sweeps, scrubs, waxes and/or polishes floors.
- ◆ Dusts and polishes all furniture and equipment.
- ◆ Maintains storage areas and keeps linen carts clean and tidy.
- ◆ Replaces light bulbs in common areas, guest rooms and offices.
- ◆ Replenishes drinking glasses, linens, writing supplies and bathroom amenities.
- ◆ Sorts, counts and marks clean linens and stores them properly in linen closets.
- ◆ Requests maintenance issues and follows up to ensure completion.
- ◆ Move and arrange furniture as required and turn mattresses.
- ◆ Maintains a safe working environment following the MSDS manual for chemicals.
- ◆ Monitors and cleans entries, stairs and/or sidewalks.
- ◆ Assists guests whenever possible, ie. Directions and resort information.
- ◆ Incorporates safe work practices in job performance.
- ◆ Regular and reliable attendance.
- ◆ All other duties as assigned.

Education/Experience:

- ◆ High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Physical Demands:

- ◆ Must be able to stand for up to 8 hours per day.
- ◆ Minimum lifting ability of 50 pounds.

Environment/Noise:

- ◆ Noise level is moderate.

Certificates/Licenses:

- ◆ Valid Driving License, must also meet company's license requirements

Job Knowledge, Skill, and Ability Preferences:

- ◆ Excellent communication skills – Good/Moderate to Excellent English is required.
- ◆ Basic reading and math skills.
- ◆ Must be able to keep a calm professional manner under stressful situations.

- ◆ Maintains a proactive "Can Do" attitude.
- ◆ Adaptable and able to deal with frequent change, delays or unexpected events

Uniform Requirements:

Males

- ◆ Khaki slacks, trousers or shorts. (Individual provides)
- ◆ Comfortable shoes. (Individual provides)
- ◆ White Polo shirt (Resort provides)
- ◆ Smock/Apron (Resort provides)
- ◆ Nametag. (Resort provides)

Females

- ◆ Khaki slacks, trousers or shorts. (Individual provides)
- ◆ Comfortable shoes. (Individual provides)
- ◆ White Polo shirt (Resort provides)
- ◆ Smock/Apron (Resort provides)
- ◆ Nametag. (Resort provides)

I have read and agree to abide by the job description, policies and conditions of employment outlined above. I have been advised about how to access the policy manuals and/or handbooks that govern the conditions of my "at-will" employment with Madden's on Gull Lake.

Employee Name (Please Print)

Date

Employee Signature

Manager's Signature

Date

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.

HOW TO GET HERE

From Minneapolis Airport: Take the Lakes Express Shuttle www.lakesexpress.com from the Airport, all the way to Madden's. If you arrive later in the evening and there are no scheduled shuttles, we suggest a hotel room in the twin cities. A shuttle can then be caught from the airport the following day. We can be contacted about names of hotels in the Twin Cities.

Flying from Minneapolis to Brainerd: Arrange pick-up from Brainerd airport, by contacting Human Resources, 218-829-2811, ext:5905.

If you need help with your arrangements, just ask Emily, Human Resources!

Employment Opportunities at MADDEN'S ON GULL LAKE

MINNESOTA'S CLASSIC RESORT

Madden's Offers:

1000 acres • Miles of Gull Lake Shoreline • 287 Guest rooms • 63 holes of golf
• 5 restaurants • Two lounges • Children's activity program • Tennis & Croquet Club • Waterski School • Miles of hiking & Biking trails • Trap Range • Teambuilding Programs • 42,000 sq ft of conference facilities for up to 700 people • Spa • 3 sand beaches, 5 pools • Full Marina • Just two hours from the Twin Cities



Make this the best
summer ever!

Meet new friends...enjoy the Best
Resort in the Midwest.

Help our guests have fun-
are you up for the challenge?

WORK

VISIT WWW.MADDENS.COM FOR AVAILABLE
OPPORTUNITIES!

In addition to competitive wages, most positions include an
hourly bonus, paid upon safe and successful completion of
your work agreement

Supervisory positions may be available, please inquire.

PLAY

BENEFITS TO WORKING AT MADDEN'S!

In addition to the beautiful daily commute, the sparkling
lakes and lush golf courses, our employees enjoy many
other benefits of working at Madden's on Gull Lake.

Benefits include:

- Golf on our Pine Beach East, West & The Classic at
Madden's
 - Discounts at some of our outlets
- Free equipment rentals at the Tennis & Croquet Club
 - Friends & Family Discounts on Lodging

LIVE

LIVE AT MADDEN'S IF YOU'RE FROM OUT OF TOWN!

Madden's provides the opportunity for employees to
live on the resort, for a nominal fee, made through
payroll deductions.

EMPLOYEE DINING

Madden's offers employee meals at the Employee
Dining Room for a nominal fee.



Madden's on Gull Lake • 11266 Pine Beach Peninsula • Brainerd, MN, 56401 • 218-829-2811
Visit our website for more information and apply online today
www.maddens.com • email: work@maddens.com