



H2B Spa Coordinator

We are pleased to make the following job offer to _____ under the conditions below. Employment offer is conditioned to verification of H2B permit to work in the USA. This employment offer is valid only during the dates allowed in the H2B certification and listed on the visa.

Employer Company Name: Boynton Canyon Management Company dba Enchantment Resort.
Full Address: 525 Boynton Canyon Road, Sedona, Arizona 86336
HR Manager: Nicole Rosas
Office Phone: 928-204-6042 **Office Fax:** 928-204-6382
Arrival Date: October 1st, 2007 **Expected End Date:** July 1st, 2008

Job dates: Must arrive one day prior to the date stated above.
Expected Arrival date to city of employment: Must arrive one day prior to the date stated above.
Transportation: ALL TRANSPORT TO EMPLOYEE HOUSING MUST BE COORDINATED THROUGH RSI TO INSURE CORRECT ARRIVAL DATE AT THE EMPLOYER'S WORK PLACE.

\$/hr. minimum amount per hour: \$10.00 Taxes deducted: Estimated to be approximately 20%. Information on how to prepare your tax documents is provided upon arrival. We can also refer you to a tax preparing professional.
Estimate Hr./ Total Program: 40 hours weekly. However, this is seasonal work and the exact number of hours worked will vary throughout the season.

Work Schedules: AM and PM shifts Monday - Sunday. (Must work weekends and holidays)
Workmen's compensation: Provided
Weather and work schedule: Most tasks are performed regardless of weather conditions. However, weather can affect the number of hours worked in a given week.

Position Title and expected tasks: **SPA COORDINATOR**-Coordinate guest activities at the spa facility. (See attached description)
Overtime opportunities: LIMITED/OCCASIONAL overtime after 40 hours paid at 1.5 times the hourly wage.
English level required to retain position: **Good.** Must have the ability to understand instructions, give directions, and communicate effectively with coworkers, supervisors and customers. In addition, must have the ability to communicate effectively in English under pressure and/or during emergency situations.
Orientation: Job site orientation attendance is mandatory.
Training required: On-the-job and other training provided by Enchantment Resort.
Lodging conditions: Lodging has been arranged by Enchantment Resort. The employees will move in on the night of arrival and stay for the duration of their work experience. There is no housing deposit. **Bi-weekly rent: \$140.00.** All-inclusive price includes all amenities and utilities. All housing will include beds and all other furnishings including eating utensils. Participant must abide by terms and conditions of the lease. Lease laws vary according to state. For additional information, please consult the housing sheet drafted by RSI and provided by your recruiter.
Meal conditions: One free meal on work days all other meals are the responsibility of the employees.
Payroll: Bi-weekly. Pay period is Monday through Sunday and paychecks are issued the following Friday.
Vacation: N/A
Sick days: Participant must call in; otherwise they may jeopardize their employment. No paid sick days. Late without a phone call three times may result in early termination. Not showing up for work is grounds for termination

Dress code/appearance policy Uniforms supplied by Enchantment Resort. You need a couple pairs of black dress slacks and a comfortable pair of dress shoes. Uniform shirts will be provided.

I will accept the above named international worker as a winter employee for the dates listed above. I understand that this person is only eligible to work during the dates listed on the I-797B work authorization form issued by the USCIS. I verify that this person will receive compensation commensurate with that offered to his/her American counterparts. I agree to cooperate with RESOURCE STAFFING INTERNATIONAL, INC. their partners in all efforts to monitor this international worker's status and well-being. I verify that this job offer is valid and I agree to the conditions described above.

EMPLOYMENT OFFER

Enchantment Resort is offering this position to _____ under the above conditions.
(PRINT NAME IN BLOCK LETTERS)

Nicole Rosas
Human Resources Manager

Date Signed

Participant's signature

Date Signed

STATEMENT OF ACCEPTANCE:

I have read this job offer and I accept the position with all the conditions offered herein. I fully understand that **this job offer and the memorandum of understanding are the only conditions under which I am being employed**. I have not signed any other contractual document that states any other conditions or contradicts what is stated above. I state that I can communicate effectively in English and I will be able to handle any job that requires me to communicate with the public. I understand that I may be laid off if my language skills are not sufficient to handle the responsibilities of the job I am accepting.

I agree to not work beyond the ending program date. I understand that the employer can terminate the employment agreement at any time without prior notice and for reasons not prohibited by law; that, upon agreement with me, my position, duties and responsibilities may vary during the period of employment to be able to satisfy the needs of the employer. **I understand that job hours may vary and I may work fewer hrs than stated on the job offer.** I further understand that I am employed at a seasonal business and that I may be laid off if business levels drop and prevent the employer from supplying me with an adequate number of hours. I agree to not change jobs or job sites unless requested and agreed to by my employer and my sponsor organization. I understand that if I choose to not arrive to work on the dates above, I might not have a position available at a later date. I will keep a copy of this job offer together with the Memorandum of Understanding that I signed, together with all program papers while residing in the United States. These papers will be kept on or near my person at all times.

Participant name: _____
(PRINT FULL NAME)

Date _____

Participant's signature _____



SPA COORDINATOR

BASIC FUNCTION

The Spa Coordinator provides Enchantment guests and members with the highest quality of guest service and spa experience possible. To welcome guests upon entrance into the facility; efficiently and cordially answer questions and perform scheduling of appointments and educate guests on treatments and classes offered by Enchantment Spa.

CHARACTERISTIC DUTIES & RESPONSIBILITIES

- Arrive at scheduled start time in appropriate uniform and ready for work.
- Uniform must be neat and pressed.
- Answer questions and accommodate requests for treatments by scheduling appointments in a timely, helpful and friendly manner.
- Control hour to hour activities occurring in the Spa facility between 7 A.M. and 10 P.M. each day. Ensure the facility is completely prepared for accommodating guest usage (see A.M. & P.M. checklists)
- When scheduling always verify all the information with the guest; name, room#, CC#, exp. Date, gratuity amount to be added, the amount we will be charging them, the length of treatments and ensure you complete a confirmation card when appropriate. Ensure guest is aware we are charging them upon scheduling of the treatments because they have reserved the space. Inform the guest of our cancellation policy and reconfirm day, time and type of treatment.
- Responsible for maintaining Spa Desk Bank.
- Uses suggestive selling when scheduling treatments.
- Possesses a working knowledge of activities department.
- Openly share all information between shifts in an effort to communicate with all receptionists.
- Contact therapists in a timely manner (at least one hour prior) for treatments scheduled.
- Coordinate day to day routines with Spa housekeeper to maintain the least amount of interference or inconvenience to the guests spa visit.
- Maintain a clean and organized desk/lobby area. Be aware of retail area and maintain organization and all items priced.
- Walk spa facilities every 15 – 30 minutes to ensure guest's needs are being met. Also check all facilities for neatness and cleanliness.
- Closing shift read voice mail for next day, then call to check their name, date and times.
- At closing time unplug crock pots in each treatment room.

Supervision Exercised: None

Supervision Received: Spa Supervisor and Activities Director

Responsibility and Authority:

- Having a personal knowledge of everything offered at Enchantment Spa (i.e. treatments, classes and proper usage of equipment).
- Communicate appointment times with guests.
- Communicate scheduled children for camp coyote to counselor.
- Schedule appointments accurately.
- Cash drawer must balance out at beginning and end of shift.
- Read communication mail at beginning of shift.
- Coordinates with maintenance to ensure that all work is done in a timely manner.
- Knows all safety and emergency procedures. Is aware of accident prevention policies.
- Understands that scheduling is based on occupancy, which may result in a varied work schedule.
- Contact Spa Supervisor and/or Activities Director for any dissatisfied guests.
- Handle guest complaints courteously, offer solutions and follow through with everything requested by the guest until there is a satisfactory conclusion.
- Communicate all ideas both yours and guests to Spa Supervisor and Activities Director.
- Sell retail goods, collect and record all transactions properly.

Minimum Requirements:

High school diploma or equivalent. Must work well with or without direct supervision. Must be neat and well groomed at all times. Needs to be flexible, self motivated, positive and have a professional attitude towards guests, co-workers and management. Must also be able to perform all related duties as assigned

By signing below you are acknowledging your understanding of this document and your willingness to perform the above described duties and tasks.

(Print your name above)

(Sign your name above)

Date (mm/dd/yyyy)