

The Captain's House Inn of Chatham

The student can expect to work all facets of inn operations with special emphasis on service to guests. Functions include front office operations, kitchen duties, housekeeping and concierge services for guests.

Front Office:

Duties include selling the ambiance of the inn to prospective guests over the phone with the end purpose of making a reservation. A strong knowledge of what the inn has to offer in its amenities as well as individual room features and highlights is required. Excellent phone skills that can persuade the prospective guest that the Captain's House Inn is where they want to be are a must. It is the students' responsibility to familiarize themselves with the area and its' attractions this will help to sell not only the inn but Cape Cod itself.

Basic computer skills are necessary as the student will be trained on the operation of the inn's computerized reservation system. Additional computer skills including word processing, data base management and spread sheets will be used.

The student will learn how to properly check a guest into and out of the inn including processing a credit card through the card terminal, explaining to the guests what the inn offers and offer concierge assistance to ensure they have an enjoyable visit.

The student will perform night (3pm to 11pm) manager duties on a rotational basis and will be responsible for the comfort and safekeeping of the inn guests.

Kitchen:

We have a full-time chef at the inn so baking will not play a large part in the students daily schedule unless the students have a particular flair for this function. The inn serves a gourmet breakfast and afternoon tea. Special holiday meals including New Years dinner may also be served. The student will work with the chef in menu planning, cost analysis, ordering stock and shopping. Students will learn quality controls in serving and setting up breakfasts and afternoon tea, as well as room service, pool side lunches, and evening snacks.

Concierge Services:

The student will have a high degree of interaction with the guests. The guests will expect the student to know all there is to see and do in Chatham and on the Cape. They will want help on selecting a restaurant, planning an anniversary surprise, organizing a ferry trip to Nantucket or Martha's Vineyard or where to ride a courtesy bicycle to. Much of the student's free time in the early part of their placement will be spent in experiencing what the guest will want to experience from restaurants to the many natural sightseeing activities available on the Cape. We cater to honeymooners and people celebrating anniversaries students can expect to arrange everything for them from flowers to a massage. The student who enjoys doing things for others will enjoy this facet of our business. The rewards are when a guest tells a student that he or she made their stay memorable.

Housekeeping:

The student will perform some housekeeping functions, particularly in the slower season, but this is not the focus of the placement. The inn has local housekeeping help all year round and Jamaican seasonal help supplement this staff during the high season where we experience occupancy rates in the 90% - 95% range. We have found that the best way for the student to learn the features of each room is to physically work and clean in each room. Speed and efficiency are a must because rooms are cleaned while the guests are in breakfast. Guests are constantly amazed when they go back to their rooms and discover that it has already been cleaned. This is just one of many features

that make the Captain's House Inn a four - diamond property. Although Housekeeping is not a popular task for students we find it a valuable management tool to understand what is involved in this area.

Marketing:

During the off and shoulder seasons a lot of marketing effort for the following year is accomplished. The student will be expected to use the computer reservation system to determine where the guests are coming from and what source they used to pick the Captain's House over many other equally fine properties. This analysis will determine where we should put our advertising dollars for the coming year. Databases will be edited and mass mailings will be done to attract guests to the inn during the off season. Newsletters will be developed and mailed out to previous guests letting them know what special programs we are having and why they should take advantage of them.

Most reservations are now coming from the Internet through our web site www.captainshouseinn.com and the student will spend time responding to emails and analysing web statistics to determine which links are providing the most effective traffic. The students will be asked to evaluate The Captains House Inn website versus competitors and asked for input on improving the site. They will learn how to most effectively use the internet in order to maximize its potential.

How to Apply

Please send your CV and a photo of yourself (it is very helpful to put a name to a face) to the owner, Jill Meyer at info@captainshouseinn.com. Jill will reply whether you are selected for an interview or not. If you are selected for an interview, Jill will set up a phone call at a mutually agreed upon time.

Timing

This placement is open to applicants seeking an immediate placement to start in June or July 2019, though some students may start later. The placement is 52 weeks. CV's should be sent as soon as possible in order to process visa in time (if applying from abroad).

Compensation

The student will receive a weekly salary of \$225US plus tips which vary depending on season. A car is provided for the interns to share and all costs (insurance, maintenance) are taken care of minus any damage done to the car by an intern and gas. A valid driver's license is helpful, but not a requirement.

We provide housing at no additional cost to the intern. You will live at a house about ½ mile from the inn and walking distance to downtown Chatham. It is a two bedroom apartment with a kitchen, living room, bathroom, and laundry facilities. You will share a bedroom with 1-2 other students.