



Application for Employment

This hotel is an equal opportunity employer and does not unlawfully discriminate in employment. No question on this application is used for the purpose of limiting or excluding any applicant from consideration for employment on a basis prohibited by local, state, or federal law. Equal access to employment, services, and programs is available to all persons. Those applicants requiring reasonable accommodation to the application and/or interview process should notify a Hotel representative.

Applicant name: _____ Date: _____

Address: _____

Telephone #: _____

Position(s) applied for or type of work desired: _____

Type of employment desired: _____ full-time _____ part-time _____ temporary

Date you will be available to start work: _____

Are you able to meet the attendance requirements? _____ Yes _____ No

Can you travel if required by this position? _____ Yes _____ No

Are you willing to work overtime if required? _____ Yes _____ No

Have you ever been previously employed by our organization? _____ Yes _____ No

If yes, please give dates: _____

Are you legally eligible for employment in the United States? _____ Yes _____ No
(if hired, you will be required to provide proof of
eligibility to work in the United States)

If you are under 18, can you furnish a work permit if it is required? _____ Yes _____ No

Driver's license number (if driving is an essential job duty): _____ State: _____

How were you referred to us? _____

EMPLOYMENT HISTORY

Please provide all employment information for your past four employers starting with the most recent.

Employer: _____ Position held: _____

Address: _____ Telephone #: _____

Immediate supervisor and title: _____

Dates employed: from _____ to _____ Salary: _____

Job summary: _____

Reason for leaving: _____

May we contact for reference? Yes _____ No _____ Later _____

Employer: _____ Position held: _____

Address: _____ Telephone #: _____

Immediate supervisor and title: _____

Dates employed: from _____ to _____ Salary: _____

Job summary: _____

Reason for leaving: _____

May we contact for reference? Yes _____ No _____ Later _____

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Dates employed: from _____ to _____ Salary: _____

Job summary: _____

Reason for leaving: _____

May we contact for reference? Yes _____ No _____ Later _____

OTHER SKILLS AND QUALIFICATIONS

Summarize any job-related training, skills, licenses, certificates, and/or other qualifications:

EDUCATIONAL HISTORY

List school name and location, years completed, course of study, and any degrees earned:

High school: _____

College: _____

Technical Training: _____

Other: _____

REFERENCES

List 3 references names, how you know them, telephone numbers, and years known (do not include relatives):

I hereby authorize this hotel to contact, obtain, and verify the accuracy of information contained in this application from all previous employers, educational institutions, and references. I also hereby release from liability the potential employer and its representatives for seeking, gathering, and using such information to make employment decisions and all other persons or organizations for providing such information.

I understand that I must participate in a drug-screen prior to employment at the Hotel. I further understand that if I fail to participate or fail to pass the drug-screening, my application for employment will be rejected.

I understand that I may be required to participate in a criminal background check prior to employment at the Hotel. I further understand a prior conviction will not automatically bar employment.

I understand that any misrepresentation or material omission made by me on this application will be sufficient cause for cancellation of this application or immediate termination of employment if I am employed, whenever it may be discovered.

If I am employed, I acknowledge that there is no specified length of employment and that this application does not constitute an agreement or contract for employment. Accordingly, either I or this hotel can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

I understand that it is the policy of this organization not to refuse to hire or otherwise discriminate against a qualified individual with a disability because of that person's need for a reasonable accommodation as required by the ADA.

I also understand that if I am employed, I will be required to provide satisfactory proof of identity and legal work authorization within three days of being hired. Failure to submit such proof within the required time shall result in immediate termination of employment.

Do not sign until you have read the above applicant statement.

I represent and warrant that I have read and fully understand the foregoing, and that I seek employment under these conditions.

Applicant signature: _____ Date: _____

Quality Service Behaviors

1. Be **professional**: wear proper attire, be well groomed, have a **Service Frame of Mind**, and be prepared to exceed the expectations of our guests.
2. **Cheerfully** communicate with our guests and each other, using **honesty** and **sincerity**.
3. Speak to each guest before he/she speaks to you.
4. Have a **smile** on your face and in your voice at each guest encounter.
5. Be **aggressively friendly**: greet each guest with direct eye contact, a smile and a warm welcome.
6. Never allow guests to wait without acknowledgement.
7. Always introduce yourself using your name; address the guest by name whenever possible.
8. Speak with **respect** and use kind words in all conversations.
9. At all opportunities, identify and meet guests' needs before they have to ask. Be **responsive** and **accommodating**.
10. Handle guest's request immediately. Be **energetic** and **polite** in your response.
11. Never say "no" – think of creative ways to say "yes"! Be **understanding** and **diplomatic**.
12. Solicit feedback from guests whenever possible and make note of anything we can do to improve their stay. Be **receptive** to their comments.
13. When presented with a guest problem, be **calm**, and listen **empathetically**.
14. Make every attempt to correct yourself.
15. If you can't fix the problem, immediately find the appropriate person who can.
16. The person who corrects the problem must ensure the guest is satisfied with the solution.
17. The safety and security of guests, each other, and the hotel property is everyone's responsibility.
18. It is everyone's obligation to keep the hotel immaculately clean both inside and out. Be **considerate** of our guest's expectations by removing any litter or debris you see.
19. Know all hotel services and where to direct guests for information. Be **patient** and **courteous**.
20. A guest should **NEVER** have to ask for a service that is our standard to provide.

I have read the company Service Behaviors. If I am employed, I understand I will be expected to practice and deliver these behaviors to enhance the guests' experience at the hotel.

PRINT NAME

SIGNATURE