



TRAINEE NAME: _____

CHI CODE: _____

CULTURAL HOMESTAY INTERNATIONAL TRAINING/INTERNSHIP PLACEMENT PLAN

Occupational Field: **Relocation Service Manager-in-Development (MID)**

SITE OF ACTIVITY INFORMATION

Host Organization Name: **Safe Movers Inc. DBA Isaac's Relocation Service**

Host Organization Address:

155 North Beacon Street Brighton MA 02135

Website Address: www.isaacsrelocation.com

Number of Employees: **60**

Hours Per Week: **40**

Will Intern receive a stipend? Yes/ No

If so, how much? **\$ 12.00 per HOUR**

TRAINEE NAME: _____

CHI CODE: _____

TRAINING/INTERNSHIP PLACEMENT PLAN

Name of Trainee/Intern (*Last, First, MI*):

Field of Training/Internship: **Business management**

Name of Phase: Orientation

Start Date for this Phase: *1 MONTH*

Phase 1

Specific Objective for This Phase:

The participants will begin their training on day one with an orientation, tour of the facilities and introduction to other employees and supervisory staff. The orientation also includes among other things, a review of company policies and procedures, security and safety.

Skills to be Imparted for This Phase:

1. Expand on observational skills;
2. English speaking skills;
3. map reading skills;
4. learn the company's computer skills.

The orientation program outline is as follows:

- Welcome and Introduction to Isaac's Relocation Services and the Local Community
- New MID Associate Training/Employment Paperwork
- Introduction/Review of Policies and Procedures
- Safety and Emergency Policy Procedures
- Basic Skills/Hospitality Training – Critical Moment of Service
- Introduction to US Culture and the Local Community
- Tips on Getting Around
- Introduction and Detail Description of the Compensation/Salary Package
- How to Make Money In Sales (Commission Structure) – Up-selling Supplies, products, etc.
- Most frequently asked questions, etc.

Justification for On-The-Job Training,

In these first few weeks the intern will get to apply the knowledge in a hands-on environment by assisting with the standard daily operation of the company. In order to move on from this phase, the intern must clearly demonstrate that he has learned the names and contact information for all the staff members, can demonstrate the basic packing, loading, moving,

TRAINEE NAME: _____

CHI CODE: _____

delivering, and warehousing procedures as well as familiarity with the company's computer system.

Tasks Performed during This Phase

Introduction to the staff, the management team and Isaac's Relocation Services. The intern will learn everyone's name and position, their contact information, and how to contact them in case of any problems or emergencies. The intern will then begin helping staff with basic daily operational tasks to become familiar with their schedule and layout of the city, how to read the maps, and get into the normal routine they will be following throughout their training program.

During this phase the intern will be introduced and will be required to demonstrate how to plan for a domestic and corporate move, and coordinate with the various employees. He will be instructed and will be required to demonstrate how to pack, secure, organize, load, drive and deliver in order to learn the most efficient/effective modern practices for conducting a moving operation.

Method of Evaluation and the Frequency of Supervision during This Phase

The Intern will begin his training by shadowing other colleagues. He will observe the normal daily operations of the moving business. This will provide an opportunity to gain hands-on training in assisting staff with various tasks such as planning for the move, organization, relocation techniques and utilization of proper equipment and materials.

Name of Phase: Getting to Really Know Each Other

Start Date for this Phase: *month 2-6*

Phase 2

Specific Objective for This Phase, what is the goal:

All interns are required to participate in training, special seminars and meetings as well as complete assigned training projects. The participants will also be encouraged to participate in supervisory meetings, and also attend various community cultural and sporting events.

Skills to be Imparted for This Phase:

1. To begin learning many aspects of the business of a professional Relocation Company, including managing and supervising multiple relocation projects, coordination and planning shipments, customer

TRAINEE NAME: _____

CHI CODE: _____

- service, and management of moving crews under pressure of executing a complex relocation project. .
2. The intern will learn various software applications pertaining to the shipping industry and application for purposes of tracking shipments.

Justification for On-The-Job Training, a way to build practical skills that will enhance the intern's future career:

This program has been developed to provide practical on-the-job training in a professional business environment for the improvement of the intern's professional skills.

Tasks Performed during This Phase, not contains unskilled duties:

- Conduct a relocation job,
- Manage a small crew of relocation specialists,
- Packing and crating of valuable items,
- Filling out of a description inventory

Method of Evaluation and the Frequency of Supervision during This Phase how the intern will accomplish it (*i.e. classes, individual instruction, shadowing, etc.*):

Trained together and under the supervision of the company project manager or crew leader, training that will allow familiarity with the company work process. The intern will participate in employee performance reviews. CHI representative will conduct a mid-point progress evaluation report with the participant and hosting business.

Name of Phase: Basic Management and Customer Service.

Start Date for this Phase: 7- 9 MONTHS

Phase 3

Specific Objective for This Phase what is the goal:

To become a crew leader and be able to manage a relocation crew while running a small to mid size project, work with clients to execute a relocation project in an efficient and safe manner, understand client's requirements, supervise the crew and deal with client needs on the project.

Skills to be Imparted for This Phase:

1. Learn critical moments of customer service.
2. Leadership and management skills as well as ability to present the contract to customers and manage small crew of employees.

TRAINEE NAME: _____

CHI CODE: _____

3. He must be able to demonstrate knowledge of the proper method of executing a relocation job in an efficient manner that meets the client's needs.

Justification for On-The-Job Training a way to build practical skills that will enhance the intern's future career:

The goal is to actively demonstrate these skills in an on-the-job training experience. Once the intern can complete a demonstration of the skills they will be allowed to move on to more overall operational management aspects of the business.

Tasks Performed During This Phase, not contains unskilled duties:

- Preparation of proper paperwork with the client, ensure that the company proposals meet client expectations and supervise a job from the planning stage to its completion.
- Deal with customers in a friendly, respectful and professional manner in order to ensure they enjoy the overall experience.

Method of Evaluation and the Frequency of Supervision During This Phase how the interns will accomplish it (*i.e. classes, individual instruction, shadowing, etc.:*

The intern will be taught the correct methodology of Critical Customer Service and then be monitored by his supervisor to make sure they are doing it correctly.

Once the intern is confident in his ability to deal with customers and can demonstrate a thorough knowledge of American style customer service, they will be encouraged to apply these methods in their home country.

Name of Phase: Just Do IT – Make it Happen

Start Date for this Phase: 3 MONTHS

End Date for this Phase: 9-12

Phase 4

Specific Objective for This Phase what is the goal:

To become a supervisor/leader and be able to manage mid size to large relocation project, monitor the progress, finding new clients and manage a group of company co- team members.

Skills to be Imparted for This Phase:

1. Managing a team of company specialists,
2. Develop work plans for complex relocation projects,

TRAINEE NAME: _____

CHI CODE: _____

3. Briefing a team of people, and seeing the project through to the completion.

Justification for On-The-Job Training a way to build practical skills that will enhance the intern's future career:

Primarily focus on adequately preparing the intern to be able to return to his country and own and operate a successful moving/logistics business by re-enforcing and completing their cumulative training to date in the Management of a small American moving company

Tasks Performed During This Phase, not contains unskilled duties:

- The task will be to understand the client requirements,
- Prepare a work plan and execute the task under management's supervision.
- Manage a large crew of employees under pressure of time and space.
- The intern will participate in several ongoing projects during internship.

Method of Evaluation and the Frequency of Supervision During This Phase

how the interns will accomplish it (*i.e. classes, individual instruction, shadowing, etc.:*

- Final evaluation will be conducted by supervisor & CHI representative
- The final review of the program will take place between the intern and Senior Management of Isaac's Relocation Service to ensure the Intern has a comprehensive understanding and can demonstrate the skills and knowledge of a successful American business. Senior Management will then administer and evaluate the Intern's overall progress during the program.