



## CHI WORK AND TRAVEL

255 West End Avenue  
San Rafael, CA 94901 USA

1-800-432-4643 x2  
1-415-459-5397 x2

chiwt@chinet.org

wt.chinet.org

### Job Description

#### EMPLOYER INFORMATION

**Employer Name:** Hyatt Corporation  
**Type of Business:** Hotel & Resort  
**Job location:** 9800 Hyatt Resort Dr  
**Location type:** Metropolitan area  
**City:** San Antonio  
**State:** TX  
**Zip:** 78251  
**Website:** hillcountry.regency.hyatt.com

#### Why choose us?

Hyatt Hill Country is a multi-cultured employer who believes in providing an environment that does not discriminate but does provide equal opportunity. We provide a clean, pleasant and safe work environment. Our culture is underscored by empathy. We care for people so they can be their best. Hyatt associates work in an environment that demands exceptional performance yet reaps great rewards. This 4-star resort is located in San Antonio, Hill Country and is 6.5 miles from San Antonio Aquarium and 7.2 miles from Ingram Park Mall.

#### Cultural exchange activities

We regularly provide multi-cultural events for our staff, including international potlucks and other events that promote culture sharing.

#### Position

**Job title:** Room Attendant

**Job prerequisites:** Advanced English. MUST be able to easily read and write in English, since you will be required to enter data about each room into a cellular device.

**Job description:** The Room Attendant is responsible for maintaining the cleanliness of the guest rooms assigned. Previous cleaning experience as well as the ability to communicate to guests preferred. Requires a true desire to satisfy the needs of others in a fast-paced environment, as well as the ability to lift, pull and push a moderate amount of weight. Duties will include, but not limited to: cleaning rooms and common areas, including bathrooms, toilets, and showers, changing linens, laundry, dusting, vacuuming and emptying trash, etc. Very physically demanding. Be prepared to stand, bend, and push a 50 lb/23 kg cart all day. Requires attention to detail, punctuality, and a great service attitude & team spirit. Please do not apply if you are sensitive to any kind of chemicals or lotions or have physical limitations that would keep you from doing your job. Other tasks to be assigned by the supervisor. Must be dependable, hard-working, friendly and be a very trustworthy and honest individual. You may not have the same days off as your friends. You also may be working all weekends and holidays. Be prepared for the hot and humid summers in San Antonio!

**English level required:** Advanced

**Hourly wage (before taxes):** 10.25

**Wage comments:**

**Position ID:** 12143

#### Position Information

**Tips:** No

**Bonus:** No

**Bonus comments:**



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### Job Description

Estimated hours per day: 6-8

Number of days per week: 5-6

Overtime: Slight

Overtime details: All overtime must be approved by management.

Earliest start date: 5/15/2020

Latest start date: 6/15/2020

Earliest end date: 8/20/2020

Latest end date: 9/30/2020

Is the employer willing to hire couples? Yes

Is the employer willing to hire group of friends? Yes

Meals? Yes

Meals details: Meals are \$1.50 during your shift.

Is a drug test required? No

Drug test comments:

Is employer interview required? No

Employer interview details:

Do students complete an additional application upon arrival? Yes

Possibility to find a second job in the area Yes

**Second jobs require you to contact CHI at [chiwt@chinet.org](mailto:chiwt@chinet.org) or 1-800-432-4643 to receive the required form. The new potential employer will need to complete it. Both you and the employer will need to sign and return it to CHI for approval. You can work with a new secondary employer ONLY AFTER you have received written authorization from CHI.**

**Additional comments regarding second job:** There is a possibility of finding a second job, but your job at Hyatt is your first priority. Any other job must not interfere with your availability and commitment at Hyatt. All 2nd jobs must also be approved by the Hyatt and CHI. You will work all weekends and holidays at the Hyatt.

When will work begin? Within a few days.

Arrival Instructions: Please keep your employer & CHI informed of your travel plans so they can prepare for your arrival.

Is training required? Yes

Conditions of training: Employer will provide training upon arrival.

Is there possibility to change positions? No

Uniform required? Yes

Does employer provide uniform? Yes

Cost of uniform: \$0

Is uniform refundable? No

Uniform provided details: Employer will provide the pants, shirt and name tag to wear on the job.

Do students need to purchase specific clothes or footwear? Yes

If so, details for clothing: Participants must bring comfortable black work shoes (like athletic shoes or restaurant work shoes).

Grooming: Hair must be pulled back at all times and clean. No visible tattoos. Ear piercings only & no more than two piercings per ear. Good hygiene must be maintained, including daily showering, use of deodorant and laundered clothes. You MUST return your uniform in order



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### Job Description

to receive your final paycheck.

**Important points of job:** Housekeeping is very hard work and requires stamina! You must be in great physical shape to be a Room Attendant working in high heat and humidity in San Antonio. You must stay through the end date on your job offer.

**Additional position information:**

### Housing Information

**Housing name:** Hyatt Regency Hill Country Resort - San Antonio

**Housing address:** TBA

**City:** San Antonio

**Phone:** (000) 000-0000

**Fax:**

**Contact:** Must Arrange Own

**Email:** chialtynai@chinet.org

**Website:**

**Housing assisted by:** Must Arrange Own

**Is student required to sign a separate housing contract?** Yes

**If so, contract details:** Must sign lease agreement.

**Type of housing:** Apartment

**Number of people to a room:** 2

**Bedrooms:** 2

**Bath:** 1

**Cost Type:** Month

**Cost Amount:** \$500.00

**Cost Details:** 300-600 per month, approximate cost

**Is housing cost deducted from paycheck?** No

**Is housing deposit required?** Yes

**Deposit amount:** TBA

**Housing deposit due date:** On arrival

**Instructions for deposit payment:** Pay deposit to owner of property on arrival.

**Is housing deposit refundable?** No

**Conditions for deposit refund:**

**Utilities included:** No

**If so, utilities details:**

**Utilities estimated cost per month:** TBA

**Is the housing mandatory?** No

**Can students find alternative housing during their stay?** Yes

**Method of transportation from housing to work site:** Public

**Transportation details:** TBA

**Additional housing features:**

**Comments:**



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### Job Description

#### Location Area Information

**Location type:** Metropolitan area

**Location of work site best described as:** Beautiful, high-end resort about 17 miles from downtown San Antonio.

**Location details:** San Antonio is a major city in south-central Texas with a rich colonial heritage. The Alamo, an 18th-century Spanish mission preserved as a museum, marks an infamous 1836 battle for Texan independence from Mexico. Following the San Antonio River, the miles-long River Walk is a landmark pedestrian promenade lined with cafes and shops is in the downtown area. HemisFair Park's 750-ft. Tower of the Americas overlooks the city. It can be extremely hot and humid in the summer in San Antonio. Be prepared for this extreme heat and humidity. Population: 1.5 million

**Average daily temperature:** SUMMER: Low: 68 F (20 C) High: 96 F (35.5 C)

**Community or regional website:** [www.visitsanantonio.com](http://www.visitsanantonio.com)

**Nearest cities:** N/A

**Distance to nearest cities:** N/A

**What to wear:** Summer: Shorts, jeans, pants, t-shirts, light jacket, sunglasses, sunscreen. Very hot and humid.

**Available public transportation:** [www.viainfo.net](http://www.viainfo.net)

**Public transportation access:** Throughout the city.

#### Accessible amenities (by walking or public transportation)

**Food market:** Yes

**Shopping mall:** Yes

**Post office:** Yes

**Movie theater:** Yes

**Restaurants:** Yes

**Fitness center:** Yes

**Laundry:** Yes

**Internet café:** Yes

**Public library:** Yes



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#### Suggested Travel Information

- Nearest international airport:** San Antonio International Airport (SAT)
- Nearest airport:** San Antonio International Airport (SAT)
- Transportation from airport to employer and / or housing:** Shuttle, Taxi, Uber
- Nearest bus station (to the airport):** N/A
- Bus information (web site):** N/A
- Nearest train information (to the airport):** N/A
- Train information (web site):** N/A
- If participant arrives after hours suggested, overnight accomodation:** Varies
- Cost per night:** Varies
- Transportation to overnight accomodation:** Varies
- Transportations cost:** Varies
- Travel Instructions:** Please contact your CHI Program Coordinator before buying your airline tickets. It is best to arrive late in the week or even on the weekend (if you can gain entry into the housing you selected) and then start your job on Monday or Tuesday if possible. You should contact your employer to ensure they are prepared for your new hire orientation.

#### Social Security Information

- Does the company require students to have Social Security number before arriving to the work place?** No
- Does the company provide Social Security application assistance?** Yes
- If so, details:** Employer is willing to assist with the application process.
- Where is the closest Social Security office?** 411 RICHLAND HILLS DR SAN ANTONIO, TX 78245
- How far is the Social Security office from the work place?** 4.6 miles (7.4 km)
- Specific instructions:** Upon arrival in the USA, please validate on your student profile in our database. Then wait approx. 4 to 10 days after validating and check your status is set to "S" on your profile. THEN you can apply for your card at Social Security Office located at:  
411 Richland Hills Dr. San Antonio, TX 78245  
Phone Number: 1-866-253-0489; Hours: Mon & Tue 9am - 4pm, Wed 9am - 12pm, Thu & Fri 9am - 4pm, except Federal holidays. Don't forget to get a receipt - it is your only proof you applied!



CULTURAL HOMESTAY INTERNATIONAL

# Welcome Letter

WORK & TRAVEL

Dear Student,

Hello and Welcome! We are so happy that you will be visiting our country. Work & Travel can be exciting, but also challenging, especially in the beginning, but we believe you will find your experience rewarding and unforgettable. CHI is here to help! Please read carefully through this Welcome Letter.

My name is Mary Wolfe. I am the Regional Manager for the Western Region for Cultural Homestay International (CHI). My team and I will be happy to answer any questions you might have and we will also be available throughout your stay to assist with any problems that may occur. We have a CHI Program Coordinator that will be working with you during your program. You should be hearing from that person shortly via email. Please remember to check your email daily for important communications.

You must stay in contact with your CHI representative.

Have the best summer of your life!

Regards,

*Mary Wolfe*

Mary Wolfe  
Regional Manager  
email: [chimaryw@chinet.org](mailto:chimaryw@chinet.org)  
phone: 1.530.715.0195



CULTURAL HOMESTAY INTERNATIONAL

# Program Information

WORK & TRAVEL

Please read the CHI Student Handbook, which you should have received at orientation or from your student agency. You are responsible for following all rules in this handbook. The rules are in place for your health, safety, and welfare. Failure to follow the rules may result in a participant's negative program status.

## Be Prepared

- Make photocopies of important documents and leave a copy with loved ones.
- Back up your digital photos, in case your phone is stolen or broken.
- Leave things you could not bear to lose at home.
- Bring your welcome letter, your important documents, two extra sets of clothes and your necessary medicine in your carry on luggage. Checked luggage is often lost. The airline will deliver your bag to your US housing or employer once found, but it could take 3 or 4 days.
- \*If your luggage is lost, send it to your employers address to ensure delivery.
- You are required to bring \$1000 with you from your country. We recommend you bring \$1200. The first few weeks of Work & Travel you will need these funds to establish yourself in a new country. You will need to pay your housing deposit, pay a week or two of rent, buy a sim card, purchase pillows, sheets, and blankets, food, uniforms, a bicycle, or have transportation money. It takes a few weeks to start working, be trained, become integrated into the schedule and get your first paycheck. You don't want to run out of money before your first paycheck arrives. Be prepared, you are moving to another country.

## Communicate Your Arrival Information



- Check your email frequently for important information. Respond to it.
- Plan your flight accordingly: if your final destination is far away from your arrival airport, please check that your flight allows you to make any connecting transportation needed to get to your destination. If not, please make a reservation at a local hostel or motel and plan to continue your travels the next day.
- Do not arrive late at night! You may not be able to get into your housing after 20:00.
- You must contact your CHI representative, to let them know when you will be arriving.
- You must log into [www.wt.chinet.org](http://www.wt.chinet.org) to enter your flight information, as soon as you book your ticket.
- Join CHI Facebook pages and become Friends with your Program Coordinator.

## Be Safe

- Exercise adequate discretion, stay aware of your belongings, and avoid putting yourself into risky situations (such as unlit, deserted areas at night).
- Open a bank account, on the first day you check into your US housing, to keep the recommended \$1200 you brought from your country safe and secure. You will need this money. Never keep large amounts of money in your student housing no matter how much you trust your roommates.
- Once in the United States, never carry large amounts of money. You will have a debit card from the bank, if lost, this can always be cancelled. Do not give your PIN (personal identification number) to anyone. If you lose your cash, it can not be replaced.
- Do not carry your important documents or valuables to work. Keep your documents, including passport, safely hidden in your room. Never give your passport or documents to anyone (such as a landlord or employer) to keep. It is illegal for anyone to take your passport or documents from you for any reason.
- Bring an ID from your country to carry with you that can easily be replaced (University ID, residency card, drivers license). Passports are difficult & expensive to replace, and losing your passport can ruin your travel period plans.
- Establish a “do not lose it” discipline. Travelers are more likely to inadvertently lose their bags than to have them stolen. I have heard of students leaving passports under pillows, bags on the overhead rack on the bus, & documents in the taxi. Always take a look behind you as you leave.
- When you are out and about, never casually or carelessly set down any small valuable item, such as a phone or wallet. Either hold it in your hand or keep it tucked away. At cafés, do not place your phone on the tabletop or purse on the back of the chair where it will be easy to snatch — keep phones and valuables in your front pocket. Make it a habit to be careful with your things; it will become second nature.
- Stay vigilant in crowds and steer clear of disturbances near you.
- Participants should use common sense, stay with a partner or friend, especially at night. It is recommended participants let a friend know where they are.
- Bicycle riders with helmets had an 85 percent reduction in their risk of head injury and an 88 percent reduction in their risk of brain injury. If you ride a bicycle in the US, wear a helmet.

## Student Account Profile | [www.wt.chinet.org](http://www.wt.chinet.org)

- Validation is the second thing you need to do upon arrival in your new city, after calling your parents to report you have arrived safe.
- Log into your CHI Work & Travel account and complete your validation the same day you land in the USA. Many airports offer free wifi.
- If you are staying in a hotel the first days of your program, you should validate using the hotel information and update your information once you move to more permanent housing.
- If you have no access to the web, please call CHI at 1-800-432-4643. There are SERIOUS consequences if you do not validate your visa, beginning with a cancellation of your visa, so do it as soon as possible!
- Validation must be officially finalized by CHI before going to Social Security.
- Participants who do not validate in on their student profile or do not wait for the notification from CHI that their validation information has been approved, prior to going to Social Security, will delay their Social Security card for 60 days. Do not make this costly mistake.

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## Arriving at a United States Airport

The following documents you **MUST** have in your possession and present to the U.S. immigration officials upon arrival in the U.S.:

- Valid passport
- DS-2019 Form, the original copy signed with blue ink. Do not accidentally give your loved ones the original copy for safekeeping.
- I-901 SEVIS fee receipt
- J-1 Visa
- Job Offer
- Sponsor Letter

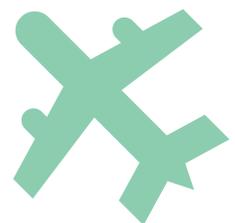
### Arrival Tips:

- The immigration officer will review all documents, validate, and place a stamp on your DS-2019 form and your passport. The officer will then return all validated documents to you, including the DS-2019 form.
- Use your “do not lose it” discipline, remember to collect all documents from the immigration officer. This is a place students often misplace documents. Students are nervous, excited and fail to check they have received everything back before leaving the area.
- Wait to check-in on social media or take a selfie until you check you have all your documents.
- You should have no problem entering the U.S. as long as you have all the proper documentation, cooperate and communicate respectfully with the U.S. immigration officers at the airport.

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## Traveling to your Final Destination

- Before you leave your home country map out your trip. This is a great website to use: [www.rome2rio.com](http://www.rome2rio.com). Your CHI representative will send you exact instructions in a letter prior to your arrival. Check your email daily, it is very important.
- When estimating your arrival time please add extra time for waiting for baggage, eating, or missing a bus or train connection.
- Be sure to have a small amount of American currency for regional travel before leaving the airport. Do NOT accept rides from strangers at the airport!
- Plan accordingly, if arriving late at night, please stay in a hotel or hostel and travel in the morning. (You will not be able to get into your housing if arriving late at night.)



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## Arriving at your Final Destination | What do I need to do now?

- Go to your employer, let them know you have arrived safely. They will provide you with your orientation/start date.
- 24 hours after entering the United States you will be required to retrieve a document on the internet called an I-94.
- Contact your CHI representative and let them know you arrived safely at your housing.
- Wait approximately 5 business days after validating in the database and report to the Social Security office to apply for a Social Security number.

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### I - 94

The I-94 Form is the Arrival / Departure Record that is issued by the immigration officer at the airport to all foreign visitors entering the United States. All I-94 records are created electronically and accessible online 24 hours after arrival.

#### Retrieval Tips:

- Wait 24 hours following your arrival in the US before you attempt to retrieve your I-94 number.
- Ensure that the computer you are using is connected to a printer (local library).
- Go to the <https://i94.cbp.dhs.gov>
- Enter the required information in all CAPITAL letters. Please make sure you enter your name exactly as it appears in your passport
- Click Submit
- You must print this document, it is a required document at Social Security

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## Applying for a Social Security Number

You must apply for your SS card with the local Social Security Office. Before applying for a Social Security card, YOU MUST VERIFY YOUR VALIDATION IS AN S STATUS in the database! This in most cases, takes 5 business days from the day you first validated in the database - [www.wt.chinet.org](http://www.wt.chinet.org).

#### Required Documents:

- Valid passport
- DS-2019 Form, the original copy signed with blue ink. Do not accidentally give your loved ones the original copy for safekeeping.
- I-901 SEVIS fee receipt
- J-1 Visa
- I - 94 Form, printed from the internet at your local community library or employer.

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## Second Jobs

- CHI does not provide second jobs.
- Second jobs are possible. However, your responsibility is to your primary employer. It is the primary employers participation in the Work & Travel program that has afforded you the opportunity to come to the United States.
- A second job may not conflict with your primary CHI position in anyway.
- If you are considering looking for a second job, please be reminded the employer must be approved by CHI for your safety.
- Failure to have any second job approved may result in a participant's negative program status.
- Your CHI representative will send you exact instructions in a letter prior to your arrival. Check your email daily, it is very important.

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## Health Insurance

**It is required that all participants of Work & Travel obtain health insurance.**

- Your health insurance provider will email your instructions to obtain your insurance card.
- Do not leave your home country without accessing the health insurance website and printing your card.
- In the United States, doctors and hospitals are in different buildings. Doctors generally have offices away from the hospital or work at an urgent care facility or clinic.
- For a basic illness, you will go to a doctors office, urgent care facility or clinic, pay \$100 and your insurance will cover any costs incurred after \$100.
- For a serious emergency, you will go to the hospital or emergency center, pay \$350 and your insurance will cover any costs incurred after \$350.
- There is no dental coverage. Please visit your primary care doctor and dentist in your home country before traveling to the United States.
- Please contact your CHI representative to report any illness or emergency you may have, so they can provide assistance.

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## Know the Law

- In the United States, you must be at least 21 years of age to purchase, possess or consume alcoholic beverages. Underage drinking is illegal and can have severe consequences for young people who drink and for adults who provide alcoholic beverages to those under 21.

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*Be Safe. Follow the rules. Have fun.*

