



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: FHR (ML) Operating Co, LLC

Type of Business: Hotel & Resort

Job location: 1 N KANIKU DR

Location type: Resort

City: KAMUELA

State: HI

Zip: 96743

Website: www.fairmont.com/orchid-hawaii

Why choose us?

Students will experience cultural activities, annual celebrations and colleague activities throughout the year.

Cultural exchange activities

Numerous things to see and do in Hawaii including: Luau's; employee parties and potlucks; low cost excursions around the islands; shopping with host family and co-workers. You also may have occasional use of recreational equipment upon approval on non-peak days.

Position

Job title: Hotel Staff - room attendant, food and beverage

Job prerequisites: Adv. English. Employer interview required & must complete online assessment within 2 days of interview. Must submit proof of TB clearance to CHI within 8 days of your employer interview. Must pass drug test before being allowed to work.

Job description:



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Job Description

Schedule & department may fluctuate, must be flexible. Pay varies by department. Some departments and positions may include tips, this does not guarantee you will always be in that position or making tips. Department and schedule will be determined by management. YOU MUST COMPLETE THE ONLINE ASSESSMENT WITHIN 2 DAYS AFTER BEING INTERVIEWED OR YOU WILL NOT BE CONSIDERED FOR THE JOB! NO EXCEPTIONS! Very physically demanding. Employer guarantees a minimum of 32 hours per week.

Housekeeping: Clean rooms/suites, make beds, clean bathrooms, dust, vacuum and wash windows/tracks. Very physically demanding. Be prepared to stand, bend, and push a 50lb/35kg cart all day. Strip/replace dirty linens/towels and remove/replace used amenities. Reports rooms as clean and available. Reports maintenance deficiencies in order to maintain room in compliance with hotel standards. Check maid cart for supplies, stock as needed. Greet guests immediately with friendly/sincere acknowledgement and respond to special requests by guests. Clean balconies, if applicable. 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.

Food & Beverage: Prior restaurant experience preferred. Must be professional looking and very personable. Assist guests with menu choices, serve food & beverages to guests; clean the restaurant area - tables, chairs, floor, etc., empty trash, remove dishes, etc. Requires attention to detail, punctuality, and a great service attitude & team spirit. This is a very physical job; need to lift 40lbs/18kg and need to be able to stand for 8+ hours. Must be dependable, hard working, friendly and be a very trustworthy and honest individual. Must have great customer service skills and be capable of working in a fast paced environment. Must have upbeat, positive attitude at all times.

English level required: Advanced

Hourly wage (before taxes): 10.10

Wage comments: Room Attendant (\$14.52), Food & Beverage (\$10.10-15.69)

Position ID: 6316

Position Information

Tips: possibly

Bonus: No

Bonus comments:

Estimated hours per day: 5-8

Number of days per week: 5-7

Overtime: Slight

Overtime details: There is a slight chance for overtime, but it must be approved by management first.

Earliest start date: 5/15/2018

Latest start date: 6/15/2018

Earliest end date: 8/15/2018

Latest end date: 8/31/2018

Is the employer willing to hire couples? No

Is the employer willing to hire group of friends? Yes

Meals? Yes



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Meals details: Complimentary breakfast, lunch & dinner in employee cafeteria while on shift.

Is a drug test required? Yes

Drug test comments: You must pass the drug test before you can begin working.

Is employer interview required? Yes

Employer interview details: Employer requires an online assessment test be completed prior to being accepted for the position. skype: FairmontOrchid1

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 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: Slight chance due to remote location. Any additional job must not conflict with your primary job, work schedule or job performance.

When will work begin? Within a few days of arriving. Need drug test completed first.

Arrival Instructions:

Is training required? Yes

Conditions of training: Training will be provided. Your first few days at your main position, you will be completing your Job Certification.

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 have shoes available to order. Employer will supply shirt.

Do students need to purchase specific clothes or footwear? Yes

If so, details for clothing: You will wear a pair of all black shoes or a pair of all white shoes (depending on the department you are working in). You can order through employer prior to arrival (payment will be deducted from first paycheck). You must bring a pair of black pants and a pair of khaki pants in case of a department change. Bring sunblock, cool/casual clothes. On hotel property you can not wear short shirts, beachwear, shirts with spaghetti straps or revealing attire. Tank tops must have 2-inch wide straps.

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

Important points of job: Your employer will determine what position you are placed in. You may be moved to various positions depending on needs and scheduling. MUST be okay with this.
This position is a Union Dues/Fee job at Fairmont. After 30 days of employment, 2.5% of your gross earnings and a fee of \$6.00 per month will be deducted on your paychecks for union dues. YOU MUST COMPLETE ONLINE ASSESSMENT WITHIN 2 DAYS

Additional position information:

Housing Information

Housing name: Fairmont Orchid, Hawaii

Housing address: 1 N KANIKU DR



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Job Description

City: KAMUELA

Phone:

Fax:

Contact: Tenille AhChoy

Email: tenille.ahchoy@fairmont.com

Website:

Housing assisted by: Employer

Is student required to sign a separate housing contract? Yes

If so, contract details: Student may be required to sign separate housing contract.

Type of housing: Dormitory

Number of people to a room: 4-6

Bedrooms: 1+

Bath: 1+

Cost Type: Month

Cost Amount: \$500.00

Cost Details: \$500/month/student

Is housing cost deducted from paycheck? Yes

Is housing deposit required? Yes

Deposit amount: \$350

Housing deposit due date: When first two paychecks are received

Instructions for deposit payment: Your deposit will be deducted from your first two paychecks at the cost of \$175 per paycheck.

Is housing deposit refundable? Yes

Conditions for deposit refund: A portion of the deposit may be refunded at the end of your program if the housing is left in clean and undamaged condition.

Utilities included: No

If so, utilities details:

Utilities estimated cost per month: \$50.00 per student per month

Is the housing mandatory? Yes

Can students find alternative housing during their stay? No

Method of transportation from housing to work site: Walking

Transportation details: Transportation will vary depending on where you are housed. You may need to take the Heleon bus, but there also may be an option for sharing rides with your co-workers or walking or biking to work.

Additional housing features: This is a dorm room on site. Ten yards away from dormitory are shower/toilet facilities. Dorm has no kitchen, but you will have access to the employer's cafeteria.

Comments: Employer may house some students in dorm room and others will be with host families. You must be flexible and accept either housing presented. No students will be housed farther than a 20 minute commute from work. Employer will supply your housing option to you a month before you are due to arrive. Please contact your CHI Program Coordinator for further information about the housing options.



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Location Area Information

Location type: Resort

Location of work site best described as: Beautiful upscale resort on Hawaiian Coast

Location details: Fairmont Orchid is set on the sunny Kohala Coast of Hawaii, the Big Island. The Island of Hawaii is the largest island in the Hawaiian chain, with an area twice as big as all the other Hawaiian Islands combined, and is consequently known as "The Big Island." It is as diverse as it is large, with astonishingly unique natural wonders. Students will have access to the beach at the resort as well. Population: 148,677 on the Big Island.

Average daily temperature: Summer: High 82F (27C); Low 65F (18C)

Community or regional website: www.gohawaii.com/big-island/regions-neighborhoods/kohala-coast/

Nearest cities: Honolulu, HI/374,568

Distance to nearest cities: 40 minute plane ride to the island of Oahu

What to wear: Summer: Light clothing and jacket, t-shirt, shorts, sunscreen, sunglasses.

Available public transportation: Limited bus schedule; taxi available but costly.

Public transportation access: www.heleonbus.org

Accessible amenities (by walking or public transportation)

Food market: Yes

Shopping mall: Yes

Post office: Yes

Movie theater: Yes

Restaurants: Yes

Fitness center: No

Laundry: Yes

Internet café: No

Public library: No



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Suggested Travel Information

- Nearest international airport:** Honolulu, HI
- Nearest airport:** Keahole Kona
- Transportation from airport to employer and / or housing:** Please see travel instructions below.
- Nearest bus station (to the airport):** n/a
- Bus information (web site):** www.heleonbus.org/schedules-and-maps
- 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:** Employer or host family will try to pick you up from the airport if you notify them at least 2 weeks prior to travel. Otherwise you may have to take a transportation shuttle service for a fee.

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:** Will provide transportation if needed.
- Where is the closest Social Security office?** Suite 710, 111 E Puainako St, Hilo, HI 96720
- How far is the Social Security office from the work place?** 70 miles (1.5 hour drive)
- Specific instructions:** Upon arrival in America, 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: Suite 710, 111 E Puainako St, Hilo, HI 96720; Telephone: 1-800-772-1213; Hours: Mon & Tue 8:30am-3:30pm, Wed 8:30am-11:30pm, Thu & Fri 8:30am-3:30pm, except Federal holidays. Be sure to get a receipt, it is the only proof that you have 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 difficult, 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. 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!

Warm Travel Wishes,

Mary Wolfe

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 will be nervous and out of money when your first paycheck arrives. Be prepared, you are moving to another country.
-

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.
 - Once in the United States, never 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 and 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, and documents in the taxi. Always take a look behind you before leaving any place or form of transport.
 - 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.
-

Communicate Your Arrival Information

- Check your email frequently for important information.
- Plan your flight accordingly: if your final destination is 5 hours away, make sure your flight arrives early in the day OR you have made a reservation at a hotel or hostel to stay overnight.
- 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.sevis.org to enter your flight information, as soon as you book your ticket.

Student and Exchange Visitor Information System | WWW.SEVIS.ORG

To access www.sevis.org, you need your family name as it appears on your DS-2019 form and your 11 digit DS number, starting with letter N

- You must log into www.sevis.org to enter your flight information, as soon as you book your ticket.
- You are required to access www.sevis.org within three days of arrival into the United States.
- You are required to access www.sevis.org, every month following your initial check in, for the duration of your program to complete a monthly report.
- Failure to complete SEVIS check-ins, may result in a participant's negative program status.

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.

Traveling to your Final Destination

- Before you leave your home country map out your trip. www.rome2rio.com is a great website for this research. 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.)
-

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

- It is very important that you log into the SEVIS system within three days of your arrival. Log into www.sevis.org or if you have no access to the web, call CHI for assistance 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!
 - 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.
 - Wait 5 business days after checking into SEVIS and report to the Social Security office to apply for a Social Security number.
-

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
-

Applying for a Social Security Number

You must register with the local Social Security Office to get your card and number. **YOU MUST WAIT TO RECEIVE YOUR S STATUS**, before you apply for a Social Security card! This in most cases, takes 5 business days from the day you first checked into SEVIS.

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.

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.

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 limited coverage for dental emergencies. 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.

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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