

FAQ' FOR HOTELS AND RESORT PLACEMENT

1. **Where will I be placed?** In a hotel, resort or company in tourism communities throughout Canada or New Zealand. Of course, you can always choose which country.
2. **What placements are available?** Placements are available in the Back of House, Kitchen, Food and Beverage, Maintenance, Guest Services, Retail and Front Office departments.
3. **Can I specify a particular placement that I want to apply for?** You can tell INTERNeX that you want to apply for a particular placement, however all placements have minimum requirements based on experience, education, English level, the ability to undertake placement for a full season, personal grooming, additional languages spoken and general attitude. All candidates should expect to spend at least some time working in the house-keeping department even if you meet all the minimum requirements. Details and basic minimum requirements are detailed below. Please note: minimum requirements are for entry level positions within that department, even if you meet all the minimum requirements this does not guarantee that you will receive a placement in that department.
4. **What are the key/peak seasons?** There are two key seasons, summer and winter. You have to be available to start at the beginning of the season and commit to stay the full season or longer.
 - a. **Canada:** Winter runs from the start of December until mid/late April and the Summer Season runs anywhere from mid May – mid June and runs anywhere from late September to mid October.
 - b. **New Zealand:** Winter runs from late June – mid September and summer runs from mid November – late April
5. **What are the start dates:** The start of the season is different for each company, so we ask that you are available to start anytime in the month of the start of the season. (see above)
6. **What are the requirements for specific positions?**
 - a. **Back of house:**
 - i. **Housekeeping, Laundry** – Minimum Requirements: full season placement duration (about 5-6 months), level 7/10 English, experience preferred but not mandatory. Housekeeping experience required for 4 star hotels.
 - ii. **Houseman** – Minimum Requirements: 1-year placement, level 7.5-8/10 English, 6 months relevant work experience.
 - b. **Kitchen:**
 - i. **Dishwasher** - Minimum Requirements: full season (about 5-6 months), level 7/10 English, experience preferred but not mandatory.
 - ii. **Kitchen helper, Food preparation** - Minimum Requirements: minimum 6-month placement, level 7.5/10 English, at least 6 months relevant work experience and/or apprenticeship.
 - iii. **Line cook** – Minimum Requirements: 6 month placement, level 8/10 English, at least 1 year cook experience and/or apprenticeship.
 - iv. **Third Chef, Sous Chef** – Minimum Requirements: 1 year placement, level 8/10 English, at least 3-5 years relevant work experience including apprenticeship.
 - c. **Food and Beverage:**
 - i. **Junior Server, Busser, Banquet Server** – Minimum Requirements: minimum 5 month placement, 8/10 English, 1 year relevant work experience and/or apprenticeship.
 - ii. **Server, Hostess** - Minimum Requirements: 1 year placement, level 8-9/10 English, at least 2 years relevant work experience.
 - iii. **Fine Dining Server** - Minimum Requirements: 1 year placement, level 9-10/10 English, at least 3 years relevant work experience.

- d. **Maintenance:** General Maintenance, Grounds-people, general trades, Common Area Cleaner: Minimum Requirements: 6 month placement, 7/10 English, at least 6 months – 1 year relevant work experience and/or apprenticeship.
- e. **Guest Services:** Ticket Checker, Ticket Seller, Boot & equipment fitter, Lift Attendant (advanced skier/ snowboarder), Spa and Pool Attendant (Must have lifeguard training), Information Desk – Minimum Requirements: minimum 5 month placement, 8-9/10 English, must start at beginning of season, 2 years relevant or customer service experience, fluent French, German, Spanish, Mandarin, Japanese an asset.
- f. **Retail:** Travel Sales, Phone Sales, ski/snowboard/mountain bike/ golf equipment rentals, golf store sales, Cahier – Minimum Requirements: minimum 5 month placement, 9/10 English, must start at beginning of season, 2 years relevant retail / sales experience, fluent French, German, Spanish, Mandarin, Japanese an asset.
- g. **Front of House:** Reception, Front Desk Agent, Central Reservations, Nigh Audit – Minimum Requirements: 1 year placement, 9/10 English, 2 years relevant hotel experience or European accredited hotel apprenticeship, fluent French, German, Spanish, Mandarin, Japanese an asset.

7. **How can I increase my chances of not being placed in the back of house?** If you meet all the minimum requirements then the number one thing that employers are looking for is the length of your placement; the longer the better!

8. **What hotels / resorts can I be placed at?** INTERNeX works with over 40 hotels, resorts, or associated companies in more than 10 tourism communities. You can work at 3 and 4 star hotels, family owned hotels, ski resorts, mountain biking resorts and golf resorts. Note: Every property has individual minimum requirements, no matter what the position.

- a. **4 Star Properties:** Minimum 6-month placements for any position (some 4 star properties will have minimum 9 month placements) – prefer 1-year placements, Level 7.5 English.
- b. **3 Star and Family Owned Properties:** Minimum Requirement 5 month placement – prefer 6 month minimum placement for anything in front of house.

9. **How much money will I earn?** Wages vary according to placement type, property, and region. In general, pay rates start at CA\$9.40 per hour in Canada and start at NZ\$13.00 in New Zealand, but vary by position and region.

10. **How many hours per week will I work?** You are considered a seasonal full time employee which means that your hours are not guaranteed. Hours range from 10 – 50 hours per week however the average is approximately 30. You will be given a roster (that is subject to change) by your manager 1 or 2 weeks in advance of your shifts. You are expected to be available on the weekends and Public Holidays. Note: INTERNeX and your agent are not responsible for hours because this industry sector is highly susceptible to seasonality and factors beyond its control such as exchange rates, snow conditions, airline traffic and so on. Although INTERNeX ensures you will work for companies that support as many hours as possible this is still a risk taken on by every participant in the program.

11. **How much money should I bring with me?** You should always have access to “start-up funds” during your first few weeks after you arrive. This is a regulation from Immigration as well since they don’t want you to end up in a bad situation and not be able to support yourself. This is also for your first weeks of accommodation, uniforms, mobile phone, etc, etc. before your first pay check. You should bring or have access to \$2500.

12. **How long am I expected to stay with the host company?** The minimum period is the full season (5-6 months) or as required by the company. The maximum is for as long as your work visa allows.

13. **What kind of people are you looking for?** We are looking for people who are outgoing, hard working, flexible, good at communicating with others and who really want to learn about the Canadian Hospitality and Tourism Industry. Some placements require a certain skill set but some do not. Customer service experience is always a plus as is any related educational training.
14. **Can I ask for a promotion or advance in the company?** The first 3 months of your term with the host company are considered a probation period and you may not apply for any advancement or change of position. After 3 months you may apply for a change of position provided you meet the minimum requirements of the position you would like to apply for. Usually this is an additional 6 month commitment and you must receive a reference stating that you have not been late, absent or received any warnings for any reason from your current manager in order to be considered.
15. **Can I go with a friend or partner?** Yes it is possible, but you also need to be sure you know this will be quite an intensive experience for your friendship; be sure you will get along. We have a lot of success with friends/partners getting placements at the same hotel or in the same tourism community, however we can't guarantee we will be able to place you together.
16. **What if I am offered a placement I don't want?** Unfortunately if you are offered a valid placement and do not wish to accept it there are no refunds.
17. **What if I accept the placement but do not like it?** You can write to INTERNeX and explain the situation. If there is a valid reason for wanting to change locations that fall outside the scope of your contract (example; lack of safety in the work-place) then INTERNeX will follow up with the company to ensure that the reason for change is valid. If the reason is valid then placement search will begin. When a suitable placement has been found then INTERNeX will inform your current employer that you are giving two weeks notice. Only then can you move location. If the reason for the request for change is not valid then there will be no replacement.
18. **What happens if I lose my placement or I am fired?** If you have an Open Working Holiday Permit you are free to stay in the country however INTERNeX holds no responsibility for finding you another position or any other support. If you have a visa where your job is tied to your visa then we are obliged to inform immigration.
19. **What temperatures can I expect during the season?**
- Canada Summer 15 - 30 degrees Celsius but on average it is about 20 - 25 degrees
 - Canadian Winters can be very cold. Temperatures may reach - 30 degrees Celsius but the average temperature is about 5 degrees Celsius in most resort locations.
 - New Zealand Summer 15 - 30 degrees Celsius but on average it is about 20 - 25 degrees
 - New Zealand Winter 0 - 15 degrees average is about 10 degrees Celsius (colder in the south than the north)
20. **When should I apply for the program?** The application deadline is 3 months before the season starts; you may have an interview via Skype or telephone any time after your application has been submitted.
21. **Will I need to have insurance?** It is compulsory for all foreign applicants to purchase medical insurance covering them for the duration of their employment at the resorts, regardless of whether or not you think you may be eligible for company benefits.
22. **What do I do when I arrive?** You will receive a detailed arrival package before you get on the plane; this will go over all the information you need to get started. If you have any questions in addition to this, please feel free to contact INTERNeX or your agent.

23. **How far is it to the resort communities?** We have a range of resorts ranging from 2 hours to 15 hours away from where you arrive depending on if you take the bus or plane.
24. **Can I choose which resort community I want to live in?** You can let INTERNeX know which resort community you would like to live in however we cannot guarantee this until after your interview and after the search for available positions has been conducted. Let us determine the best fit for you.
25. **How do I get to the resort?** When your resort has been decided you will be given a choice on how you want to get to the resort. You can catch the bus or fly depending on your budget and the location. You can also ask INTERNeX to arrange a tour to the location of your work.
26. **How do I find accommodation when I'm working?** Some hotels offer staff accommodation however many do not. We will always inform you as to the situation with each property and normally focus on placements that will offer staff accommodation. However, if accommodation is not included we suggest you arrive at least 2 weeks before the start of their placement to find suitable accommodation. We do not make placements where it is impossible to find your own accommodation and we also give advise you how to secure your accommodation. When staff accommodation is available staff usually share with 1 or 2 others sharing the same room, 5-6 sharing the same bathroom and up to 15 sharing the same kitchen. Note: You will have to pay a damage deposit of 2 weeks rent as a deposit and your first 2 weeks rent in advance.
27. **What is staff accommodation like?** If you have the chance to be placed in staff accommodation, remember this is NOT the hotel or resort the guests are staying in. Room quality can vary a lot between resorts, and the price usually reflects the quality and conditions of the accommodation. Rooms are usually shared and most residents are young people between the ages of 19 and 25 and are there to have a good time. You are responsible for your own cleaning, will share a kitchen and a bathroom/shower. Although no properties condone illegal activities, you should be prepared that under-age drinking and soft drug use can occur.
28. **Do I need to bring toiletries and linens?** Staff accommodation and shared housing (where most people live if there is no staff accommodation) includes a bed and wardrobe for your clothes. You will share bathrooms and kitchens with staff from other rooms. You should anticipate needing bedding, towels, toiletries etc... Some may provide this and we will inform you as much as we know about the accommodation prior to your departure.
29. **What uniform is required?** This depends on the position you are offered. It is advisable to bring black pants and work shoes (closed-toe) as well as a collared shirt in case there is any opportunity to meet any hotel representative prior to starting your placement. It is also advisable to have a pair of non-slip comfortable shoes if you are working in a back of house position. Some positions and some properties may ask you to purchase additional uniform components (up to \$200) however most properties provide the majority of the uniform you will need. Some properties may ask for a deposit on your uniform and this is returned when the uniform is returned in good condition. Some placements require you to be outside so in winter you may need to purchase thermal clothing and snow boots. All uniform requirements will be specified with the placement offer.
30. **Will I get time off work?** Yes, you will definitely get free-time, however you are not guaranteed any holidays during your placement period. Should you need time away from the placement then you can request this from your manager. All time off should be requested when the hotel/resort is quiet, i.e. during the off-season and not during weekends or public holidays.

31. **Can I use the hotel facilities?** This depends on which tourism community you live in. The hotels in larger tourism communities do not let staff use facilities as there is more to do in the community; on the other hand, more remote resorts tend to offer staff use of the facilities such as the pool, tennis courts, resort spa, golf course, ski field and so on as there is less to do in the local community.
32. **Do I pick the company that I work at?** You can tell us which company you would prefer but as properties have different requirements and availability we cannot guarantee any specific location and the final decision is up to INTERN^eX.
33. **What is the grooming policy of the companies?** Hair must be neat. For females, hair must be tied back when it is a safety issue. For males, hair must be above the collar and cut to mid-ear length at the sides. Jewellery should be worn in moderation. Women may wear one earring of the same size in each ear. Men may wear one small stud or ring. Other facial jewellery or exposed body piercings must be removed while at work, such as tongue rings or studs. Personal hygiene is important and aftershave and perfume should be kept to a minimum. Exposed tattoos must be covered by clothing or makeup.
34. **Will I get any extra benefits, like a free ski pass?** Again, this depends on the hotel or resort you are placed at, however you should not expect a free ski pass as the possibilities of receiving one are limited. Please consider spending between \$800 - \$1,800 for a season ski pass (depending on the ski resort). Hotels and resort in more remote areas tend to offer more benefits than hotels in more popular tourism communities, these may or may not include staff parties, staff excursions, team building events, discounts at gymnasiums or health clubs etc.
35. **Is food included?** If you are going to have Homestay during any study that you are undertaking prior to or following your placement then meals are included. At the host company meals are not included. Some hotels have staff cafeterias where you can receive discounted meals when you are on duty but this is not guaranteed. It is your responsibility to buy and cook food in your accommodation. You should anticipate spending about \$50 per week on food however some people spend less and some spend a lot more.
36. **What do things cost in Canada and New Zealand?** Neither Canada or New Zealand are cheap countries and you will not be earning a lot of money during your program so you should also have money saved for additional spending in case your salary does not cover all of your expenses. Following is an estimate of fees; these can change dramatically and differ according to location. Fees are in Canadian or New Zealand dollars
- Season ski Pass to a resort \$800 - \$1800 depending on the resort
 - Bus Pass: \$90 - \$135 per month,
 - Bus Pass to a resort: \$150 - \$250
 - Damage Deposit for Staff Accommodation: Approximately \$200 - \$400
 - Uniform: Up to \$250
 - Accommodation during course of employment: \$350 - \$600 per month
 - Government courses needed for certain placements \$40 - \$200
 - Groceries per week: Minimum \$50 (\$200 - \$300 per month)
 - Entrance to a club: \$15
 - Beer at a Pub / Club: \$6-\$8 (\$8-\$10 N.Z)
 - A Big Mac Burger: \$4.00 (\$5.00 N.Z)
 - A Starbucks Tall Café Latte: \$3.50 (\$4.50 N.Z)
 - Skis / Snowboard \$350, Ski Boots / Snowboard Boots \$350, Trousers & Jacket \$350, Gloves: \$100, Goggles: \$100, Helmet: \$100, Thermal Underwear: \$100
 - A 15% tip or gratuity should be added to all purchases at a restaurant or pub (tips not expected in NZ)

37. **What tax should I pay and which can I get back home?** Income Tax is the percentage of your income that is collected by the government. Personal income tax is payable at the time the income is earned, and your employer should deduct tax at source at the required rate. If you have paid too much tax, or too little!! you should file an income tax return. For the year ended as at December 31 the deadline for filing a personal tax return is 30 April of the following year. When you work, you will receive an "information slip". This is prepared by your employer, and is usually sent to you in February - March of the following year. Tax advantages of being a non resident decrease after staying more than 183 days, more information can be obtained from the Canada Customs and Revenue Agency at: <http://www.cra-arc.gc.ca/tx/nnrstdnts/ndvdl/nnrs-eng.html> or New Zealand Inland Revenue Department <http://www.ird.govt.nz/yoursituation-nonres/travel-nz/>

There are a number of tax agents that can assist you in determining if you are eligible for any tax refund, and what refund may be due to you and arranging your fling. Tax refund agents charge about \$85 and are available in Canada and New Zealand.

In Canada, you can use Quick Tax www.quicktax.intuit.ca or UFile www.ufile.ca, these are websites that help you with the process. You then print and send it with your other documents like your T4 and send it to the International Tax Services Office. Office address: 2204 Walkley Road, Ottawa, ON, K1A 1A Canada

38. **Will I get a certificate or reference letter if I am good at my work?** If you are good at work you may get a reference letter, but not all companies offer them to casual workers. You will also receive a certificate from INTERN^eX.
39. **What do I do if I have more questions?** Contact chris@internexworld.com

Please sign below:

Hereby, I confirm that I have fully read, understand and agree with all the above 39 terms and conditions mentioned in the Hotel & Resort Placement Frequently Asked Questions.

First Name: _____ **Last Name:** _____ **Date:** _____