

FAQ's: CITY PLACEMENT

1. **Where will my placement be located?** Most placements are in the Greater Vancouver Regional District (Metro Vancouver). In New Zealand most placements are in Auckland. You can always choose which country.
2. **What type of company will I work for?** The majority of people work for cafes and fast food restaurants however many people also work at restaurants, retail shops and other customer service related stores if they meet the requirements for those companies.
3. **What type of job will I do?** This depends on your experience, education, length of work period, how much you smile (the more the better) and general attitude, flexibility etc... which we talk about later, however in general, most people work as baristas, food counter attendants, cashiers, customer service attendants, sales staff, cooks, dishwashers, sandwich artist, shelves stockers, cleaners or similar related positions.
4. **Can I specify a particular placement that I want to apply for?** Yes, you can certainly tell INTERNeX that you want to apply for a particular placement, however all opportunities have minimum requirements based on experience, education, English level, the time you start.
5. **What are the best times to get a job?** For summer the best start dates are May/June in Canada and November in New Zealand. The best duration is until the end of summer, October in Canada and April in New Zealand.
6. **Will I improve my English at work?** The English level of all our participants will improve after completing the whole program, whether or not if school is a part of it. However you have to understand that you will not improve your English only at your placement but also after hours with your colleagues and friends.
7. **How far will my work place be from where I live?** Employers can be anywhere within the city limits but are usually not more than 1 hour by public transport. Of course this will depend on where you live.
8. **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.
9. **Minimum requirements:** All city placements require minimum 6 months placement – however employers want longer term employees, many will not even interview you if you cannot commit to 8 months or longer. Some positions will require a 1-year commitment. You should expect to spend at least some or all of your time working in the back of house, e.g. dishwashing in a café or stocking shelves in a store even if you meet all the minimum requirements (that is just the way it is in the hospitality industry as it allows you to learn the basics before you meet or greet customers). 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. Other important considerations are personal grooming, additional languages spoken and general attitude.

- a. **Kitchen:**
 - i. Dishwasher - Level 6-7/10 English, experience preferred but not mandatory.
 - ii. Line cook, Food preparation, - Level 7/10 English, at least 6 months relevant work experience and/or apprenticeship.
 - iii. Third Chef, Sous Chef – Level 8/10 English, at least 3 years relevant work experience including apprenticeship.
 - iv. Chef – Level 8-9/10 English, at least 5 years relevant work experience including apprenticeship.
- b. **Food and Beverage:**
 - i. Food counter attendant – Level 7/10 English, 6 – 12 months relevant work experience
 - ii. Junior Server, Busser – Level 8/10 English, 12 months relevant work experience and/or apprenticeship.
 - iii. Server, Hostess – Level 8-9/10 English, at least 2 years relevant work experience.
- c. **Retail:**
 - i. Customer service, Cashiers, Sales person, Stocking and Shelving, – Level 8/10 English, 2 years relevant retail sales experience and a very outgoing attitude.
 - ii. Cleaner – Level 8/10 English, 1 – 2 years cleaning experience

10. **Will I require an interview(s)?** Employers in cities will not give you a job offer before you arrive. Within first two weeks after your arrival we send you to the interview with the employer. The whole process will take no more than 2 weeks from when you arrive. Once an employer makes an offer, you are placed. Most people are accepted at the first or second place we send you to.

11. **How will I be informed of interviews?** Once an employer shows interest in interviewing you, INTERNeX staff will get in touch with you to inform you of the time and date and specific information regarding that employer. A lot of times employers contact our office the night before when they can interview candidates with a very short notice as this is the nature of this industry, therefore all our candidates are expected to purchase a cell phone (mobile phone) and be responsive to all INTERNeX communications; you also need to be available for interviews at any time. If an interview is missed due to unresponsiveness or unavailability there may be a delay in your placement.

12. **What will my interviews be like?** Interviews can be conducted differently depending on the position, employer, and length of stay. Interviews can be as casual and short as 5 minutes long, and they also can be quite professional where you will be interviewed by 2 or 3 people i.e. business owner, store manager and direct supervisor.

13. **Is INTERNeX responsible for getting me the job?** Remember you are not buying a job. INTERNeX will set you up with interviews and prepare you as much as possible for the interview, but it is YOUR responsibility to actually secure the position. Poor performance in the interview or not following our advice will delay your placement or in some cases we may have to cancel your program.

14. **Will I be the only one attending specific arranged interviews?** Sometimes employers have more than one position available, or have other applications so there may be competition especially during the summer high seasons, getting hired for positions will be

quite competitive and you should expect to compete with the local market as well as other foreign temporary workers.

15. **How early should I show up for my interview?** You should show up at least 10 minutes prior to your arranged interview time. Some employers require candidates to just fill out job applications and leave for call backs, however if that is the case INTERNeX staff will inform you of the situation and employer preferences. You should also expect that employers have the right to cancel or postpone schedule interview times at anytime (which definitely can and does happen).
16. **What time will my interviews usually be at?** For the Restaurant and Retail industry the most usual time for interviews are either between 10 am – 11am or 2pm – 4 pm.
17. **What if I am offered a placement I don't want?** Unfortunately if you are offered a placement that meets our program stipulations and do not wish to accept it there are no refunds.
18. **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; abuse in the work-place) then INTERNeX will undertake due diligence with the host 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 week notice. Only then can you move location. If the reason for the request for change is not valid then there will be no replacement.
19. **How can I increase my chances of being placed in a customer service position (i.e. not as a dishwasher or shelf stocker)?** 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! The other factor is flexibility and enthusiasm; you should be willing and wanting to work in any area of the company and do what-ever is required to help the company. This flexibility and enthusiasm is often rewarded with more customer service and supervisory responsibility and this should be shown in the interview.
20. **How much money will I earn?** Wages vary according to placement type and resort. In Canada, depending on province, pay rates start at CA\$11.35 (\$10.10 for servers) per hour in BC or \$13.60 per hour in Alberta. Server positions also receive tips and gratuities. In New Zealand wages start at NZ\$ 16.50 per hour.
21. **How many hours per week will I work?** You are considered a full time employee which means that you will get average 20-25 hours/week however it is not guaranteed. You will be given a roster, which will be subject to change, by your manager, 1 or 2 weeks in advance of your shifts. You are expected to be available on the weekends, US and Canadian Public Holidays and evenings. You may increase the possibility of work hours if your performance exceeds your employer's expectation. INTERNeX and your agent are not responsible for hours 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.
22. **Can I get a second job?** Yes, in some case you can as long as it does not interfere with your original job and is permitted by the terms of your permit (INTERNeX is not responsible for finding a second placement for you). If you are on a program where practicum is an integral part of the program of study you must inform INTERNeX about the second job and

we will have to speak to the employer to ensure the employer understands the obligations of the program.

23. **How my training period is dealt with, am I going to get paid for the training period?** During the training period you may get fewer hours (around 15 hours/week) Your wages will start at minimum wage: In Canada CA\$11.45 and in New Zealand, NZ\$15.75 per hour. Your hours of work increase based on how good you are and how busy the company is.
24. **How long am I expected to stay with the host company?** The minimum period that we accept people on this program is 6 months, however you are allowed to work for as long as your work visa allows. All candidates are expected to stay until the end of the agreed contract with the host company.
25. **What kind of people are employers looking for?** We are looking for people who are outgoing, hard working, good at communicating with others and who really want to learn about the Canadian Hospitality and Customer Service industry and people that like to live in the city. Some placements require a certain skill set but some do not. Customer service experience is always a plus as is any related educational training.
26. **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. In some cases, especially in smaller companies (3 – 10 employees) your manager may move you into a supervisory position earlier than this as you may soon become the most qualified person for the position. This is certainly harder to do in larger organizations where there is a strict 3-month rule, and you would probably still need another 8+ month commitment to get the position. In our experience the people that get promoted are the ones that work hard, turn up on time, help their co-workers out, ensure they are always doing something, like cleaning the windows or if the store is slow and who are very smiley and friendly to customers and co-workers.
27. **What happens if I lose my placement or I am fired?** If you have an Open Working Holiday Visa 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.
28. **When should I apply for the program?** As there are limited placements available you should register your interest as soon as possible. The normal rule is 3 months in advance of the start date. Please note, even though we expect application well in advance, in some cases the placement may not be secured until the week before you are supposed to start work.
29. **Will I need to take out travel insurance?** It is compulsory for all foreign applicants to purchase travel insurance covering them for the duration of their employment, regardless of whether or not you think you may be eligible for company benefits.
30. **What do I do when I arrive?** You will receive an arrival package that will provide you with all the information you should need to get to the INTERNeX office and get started. If you have any questions, do not hesitate to contact INTERNeX or your agency.
31. **How do I find accommodation when I'm working?** We recommend you book the first portion of your stay in either Homestay or Hostel accommodation; INTERNeX can offer to

arrange monthly Homestay or 2 - 4 night hotel accommodation. This is even if you are planning on finding your own accommodation later. Since it will give you the chance to know the city more and make friends, and more importantly avoid housing scams and find a place closer to where you will actually be working. As you will be going to interviews in the first 14 days please expect to start work about 2 weeks after arrival. INTERNeX will give you all the information you need to find an apartment and this process takes about 1 – 3 weeks. You can also stay in homestay longer than one month.

32. What is the grooming policy of the companies? Although this will vary a lot by the type of company, in general you should be prepared for the following: 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. Tattoos must be covered. 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.

33. What do things cost in Canada and New Zealand? Neither Canada nor NZ are cheap countries and you will not be earning a lot of money during your placement so you should also have money saved for additional spending in case your salary does not cover all of your expenses. The following are guidelines and subject to change. Prices are in Canadian and New Zealand Dollars

- Bus Pass: \$90 - \$150 per month,
- Bus trip to a ski resort or a one direction, one day trip: \$150 - \$250
- Damage Deposit for Accommodation: Approximately \$300 - \$800
- Uniform: Up to \$250
- Accommodation during employment: \$600 - \$1500 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 N.Z)

34. 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/nnr-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 lodgment. Tax refund agents charge about \$85 CAD 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. We generally recommend www.taxback.com as the easiest option. They will keep a portion of your return but are an international company that will transfer your return directly to you in your own currency.

35. **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 INTERNeX.
36. **Can I prolong my visa?** In general the Working Holiday permits cannot be extended, though you may be eligible to participate in another program; consult your local Canadian or New Zealand Embassy.
37. **What do I do if I have more questions?**
- a. **Canada:** email tim@internexcanada.com or and write Hospitality & Tourism question in the subject header with your questions and we will happily answer you.
 - b. **New Zealand:** email chris@internexnewzealand.com

Please sign below:

Hereby, I confirm that I have fully read, understand and agree with all the above 37 terms and conditions mentioned in the City Placement Frequently Asked Questions.

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