

HOSPITALITY

City Placement - Frequently Asked Questions 2011

1. **Where will my placement be located?** Most placements are in the Greater Vancouver Regional District or greater Toronto Area.
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 small family restaurants, small 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 cashiers, food counter attendants, cooks, dishwashers, sandwich artist, shelves stockers 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 placements have minimum requirements based on experience, education, English level, the time you start -start of summer (May/June) is the best!, the length of time you can work (until the end of summer is best! - October), as well as personal grooming, additional languages spoken and general attitude. 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 department store or cleaning at a seafood market even if you meet all the minimum requirements (that is just the way it is in Canada 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.
5. **Will I improve my English at work?** The English level of all our participants will improve after completing the whole program, whether or not in school is a part of it. However you have to understand that you will not improve your English only at work, work will only be an opportunity for you to stay in Canada longer, meet more people and practice English with your co-workers and mostly with friends after work.
6. **How far will my work place be from where I live? How much time in transit should I expect?** Employers can be anywhere within the Greater Vancouver District if you are to be placed in Vancouver or anywhere in Greater Toronto Area if you are to be placed in Toronto; of-course we will consider your preferences; however, you should expect that placement can be as far as 1 hour using the public transport. Please see below maps of Greater Vancouver and Greater Toronto Area.



7. ____ **Minimum requirements:** Best Work start date is May and working until October as this is when you will get the most hours, earn the most money and get the best experience.

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 6 months with them or longer. Higher positions will require a 1 year commitment.

Kitchen:

- **Dishwasher** - Level 6-7/10 English, experience preferred but not mandatory.
- **Line cook, Food preparation,** - Level 7/10 English, at least 6 months relevant work experience and/or apprenticeship.
- **Third Chef, Sous Chef** – Level 8/10 English, at least 3 years relevant work experience including apprenticeship.
- **Chef** – Level 8-9/10 English, at least 5 years relevant work experience including apprenticeship.

Food and Beverage:

- **Food counter attendant** – Level 7/10 English, 6 – 12 months relevant work experience.
- **Barista, Junior Server, Busser** – Level 8/10 English, 12 months relevant work experience and/or apprenticeship.
- **Server, Hostess** – Level 8-9/10 English, at least 2 years relevant work experience.

Retail: Customer service, Cashiers, Sales person, Stocking and Shelving, – Level 8/10 English, 2 years relevant retail sales experience and a very outgoing attitude.

8. ____ **Will I require an interview(s):** Employers in the cities are reluctant to give you a job offer prior to arriving in Canada, so soon after your arrival into Canada (if you are not studying) we send you to the interview with the employer. This process usually takes about 3 weeks, could be less or could be more, depending on your interview performance. Once you are accepted by an employer this is regarded as the placement.
9. ____ **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. If an interview is missed due to unresponsiveness there may be a delay in your placement. All participants are required to check their emails on a daily basis specially the last two weeks before their start dates including weekends and holidays.
10. ____ **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 minute 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 position's direct supervisor.
11. ____ **Will I be the only one attending specific arranged interviews?** Sometimes employers have more than one position available, therefore there will be competition; especially during the summer high seasons, getting hired for positions will be quite competitive and you should expect competing with the local market as well as other foreign temporary workers.
12. ____ **Can I choose not to attend interviews arranged?** Absolutely not, if a participant does not show up to 2 already arranged company interviews without a reasonable notice and a valid reason, the participant will be ejected from the program with no refund.
13. ____ **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.
14. ____ **What time will my interviews usually be at?** For the Restaurant and Cafe industry the most usual time for interviews are either between 10 am – 11am or 2pm – 4 pm.
15. ____ **What if I am offered a placement I don't want?** Unfortunately if you are offered a placement and do not wish to accept it there are no refunds, and no other options will be given.
16. ____ **What if I accept the placement but do not like it?** You can write a letter 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 post or email you a request for change form. Once INTERNeX receives the request for change form, 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.

17. ____ **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 great attitude, flexibility, enthusiasm; and very committed; 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.
18. ____ **How many interviews will be arranged for me?** There will be up to 5 interviews arranged if you fail interviews.
19. ____ **How much money will I earn?** Wages vary according to placement type and resort. In general, pay rates average between \$8CAD – \$9CAD per hour. Server positions may also receive tips and gratuities.
20. ____ **How many hours per week will I work?** You are considered 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 (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, US and Canadian Public Holidays and evenings (if you are on an evening school program you will not be offered any position where you are supposed to be at your placement in the evenings such as Food and Beverage). 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.
21. ____ **Can I get a second job?** Many Canadians who work in this industry actually pick up a second job as well which you are entitled to do so long as it does not interfere with your original job. (INTERNeX is not responsible for finding a second placement for you). If you are on a program where internship 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 obligation of the program.
22. ____ **How my training period is dealt with, am I going to get paid for the training period?** Training period will be dealt with from one of the following ways:
 - During the training period you may get less hours (around 10 hours/week) and receive normal wage (most likely minimum wage \$8)
 - You may get normal hours meaning at around 20-25 hours/week but receive no money during the training period. Some employers will bank your hours for the training period until you finish your entire work period and will pay you for the training period only then.
 - You may receive 25-30 hours/week but less money during the training period. Employers may pay 6 dollars an hour until you're fully trained and once the training period has ended you can move up to \$8-\$9 /hour
23. ____ **How long am I expected to stay with the host company?** The minimum period that we accept people on this program is 16 weeks, and 20 weeks for the winter season, however you are allowed to work for as long as your work visa allows. If you are on an internship program where your internship is a part of your program of study the maximum time you can work is the number of weeks or hours of study you have completed or will complete in your program of study (50% study / 50% internship). All candidates are expected to stay until the end of the agreed contract with the host company.
24. ____ **What if during the process I decide that this program is not for me and I would like to switch to another program offered by INTERNeX instead?** INTERNeX will verify at what stage during the placement it is that you made such decision; depending on when you have made this decision, you must be aware that other placement fees may apply.
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 Restaurant 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 however as many companies are small, (3 – 10

employees) if your performance is outstanding 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 6 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?** This depends on the kind of work visa you have. For all visas excluding The Open Working Holiday or SWAP visa, if you are fired with good reason as per your employment contract with the company you will lose the right to retain your work visa. 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.
28. ____ **When should I apply for the program?** You should register your interest as soon as possible, as visa processing times can be very long in Canada.
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 in Vancouver/Toronto?** Speak to your counselor about which arrival package to receive as INTERNeX provides information on airport transfers to downtown or transfers to homestay (if applicable).
31. ____ **How do I find accommodation when I'm working?** If you are arriving on a program where study is not included we recommend to stay in the hostel for a minimum of two weeks to one month, or to take one month of homestay for at least the first month. As you will be going to interviews in the first two – three weeks, please expect to start work about three or even up to four weeks after arrival. This is often shorter and in some occasions could be a little longer, but it also gives you a good chance to see the city and get your bearings and work out where you would like to look for an apartment. INTERNeX will give you all the information you need to find an apartment and this process takes about 2 – 3 weeks. You can also stay in homestay longer than one month.
32. ____ **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. Jewelry 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 jewelry 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. Please note: this is a general idea and can change from company to company.
33. ____ **What do things cost in Canada?** Canada is not a cheap country 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. (Note: Prices are in Canadian Dollars and are subject to change at any time).
- Bus Pass: \$85 - \$150 per month
 - Damage Deposit for Staff Accommodation: Approximately \$175 - \$300
 - Government courses needed for certain placements: "Serving it Right" (\$50) or "FoodSafe" (\$125) or Basic First Aid Level 1 (\$100) First Aid Enhanced (\$125)
 - Groceries per week: Minimum \$50 (\$200 - \$300 per month)
 - Entrance to a club: \$15
 - Beer at a Pub / Club: \$5-\$7
 - A Big Mac Burger: \$3.50
 - A Starbucks Tall Café Latte: \$3.50
 - Skis / Snowboard \$350, Ski Boots / Snowboard Boots \$350, Trousers & Jacket \$300, 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
34. ____ **Will I get any kind of certificates after the internship? Or just reference letter if I am any good at work?** If you complete your contract commitment you get a certificate from INTERNeX.
35. ____ **Can I prolong my visa?** Working Holiday Visa and SWAP visas cannot be extended. Internship visas can be extended but you have to purchase an equal amount of school as the amount more work you want to do, and you also have to pay \$125 for

the extension and the extension takes approximately 3 months. You should always take longer programs if you want to stay longer, as it is less hassle once you are here and it also allows you to reach better positions in companies. Our research tells us that our candidates that stay and work in Canada longer have higher satisfaction ratings on all parts of the program.

36. ____ ***What do I do if I have more questions?*** Please feel free to email INTERNeX at info@internexcanada.com and write city placement question in the subject header with your questions and we will happily answer you.

We look forward to welcoming you to Canada

The INTERNeX team.

Hereby, I confirm that I have fully read, understand and agree with all the above 36 terms and conditions mentioned in the City Placement Frequently Asked Questions.

First Name: _____

Last Name: _____

Signature: _____

Date: _____