

HOSPITALITY

Frequently Asked Questions

1. **Where will I undertake my placement?** In a hotel, resort or company in tourism communities of British Columbia, Alberta, Ontario and in Churchill, Manitoba.
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. Winter runs from the start of December until mid/late April and the Summer Season runs from June until late September. You have to be available to start at the beginning of the season and commit to minimum the full season or longer.
5. **Start dates:** We work with several properties, each one of which have a different start day for seasonal employees, for Summer you need to be available to start sometime between early May and late June; for Winter you have to be available to start sometime between early November and early December. Once your placement is confirmed we will inform you about your confirmed start date within this timeframe and work out your arrival date in Canada.
6. **Minimum requirements:** Should start at the beginning of the season and for minimum the full season.
 - **Back of house:**
 - Housekeeping, Laundry** – *Minimum Requirements:* full season placement duration (about 5-6 months), level 7/10 English, experience preferred but not mandatory. House-keeping experience required for 4 and 5 star hotels.
 - Houseman** – *Minimum Requirements:* 1 year placement, level 7.5-8/10 English, 6 months relevant work experience.
 - **Kitchen:**
 - Dishwasher** - *Minimum Requirements:* full season (about 5-6 months), level 7.5/10 English, experience preferred but not mandatory.
 - 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.
 - Line cook** – *Minimum Requirements:* 6 month placement, level 8/10 English, at least 1 year cook experience and/or apprenticeship.
 - Third Chef, Sous Chef** – *Minimum Requirements:* 1 year placement, level 8/10 English, at least 3-5 years relevant work experience including apprenticeship.
 - **Food and Beverage:**
 - Junior Server, Busser, Banquet Server** – *Minimum Requirements:* minimum 5 month placement, 8/10 English, 1 year relevant work experience and/or apprenticeship.
 - Server, Hostess** - *Minimum Requirements:* 1 year placement, level 8-9/10 English, at least 2 years relevant work experience.
 - Fine Dining Server** - *Minimum Requirements:* 1 year placement, level 9-10/10 English, at least 3 years relevant work experience.
 - **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.
 - **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.
 - **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.
 - **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 multinational 5 star/gold hotels, 3 and 4 star hotels, family owned hotels, ski resorts, mountain biking resorts and golf resorts. Note: Every hotel has individual minimum requirements for entry to the hotel, no matter what the position.
 - **5 Star Hotels:** Minimum 1 year placements, Level 9/10 English, Hospitality diploma required.
 - **4 Star Hotels:** Minimum 6 month placements for any position (some 4 star hotels will have minimum 9 month placements) – prefer 1 year placements, Level 8/10 English.
 - **3 Star Hotels and Family Owned Hotels:** Minimum Requirement full season – prefer 6 month minimum placement for anything in front of house.
 - **Resorts:** Summer Minimum 3 month placement from late June – mid September; otherwise 5 month placements from May – early October; Winter from early December to mid/late April. Must commit to the full season. Level 8/10 English. Positions in resorts are limited.
9. **How much money will I earn?** Wages vary according to placement type and resort. In general, pay rates average between CAD8 - CAD10 per hour. Some positions that receive gratuities may make a lower rate.
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. It is advisable to be at the placement during the busy seasons (December – April) and (June – September) as these are the busy periods. 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, US and Canadian Public Holidays and evenings. 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 long am I expected to stay with the host company?** The minimum period is the full season (5-6 months). The maximum is for as long as your work visa allows.
12. **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.
13. **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.
14. **Can I go with a friend or partner?** Yes you can. 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 always guarantee.
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.
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. **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.

18. **What temperatures can I expect during the season?** Canadian summers are typically rather mild. Temperatures may reach 30 degree 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.
19. **When should I apply for the program?** As there are limited placements available you should register your interest as soon as possible. The application deadline for Summer is March 31st and for Winter is August 15th. Still try to apply as soon as possible as some visas ran out after only few weeks after coming available.
20. **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 at the resorts, regardless of whether or not you think you may be eligible for company benefits.
21. **What do I do when I arrive in Canada?** Speak to your counsellor about which arrival package to receive as INTERNeX provides airport transfers to downtown, or transfers to Homestay (if you are studying), hostel bookings, etc.
22. **How far is it to the resort communities?** Most of the resort communities are from 2 to 6 hours away from Calgary and about 13 hours away from Vancouver. Locations in Ontario are about 2 – 6 hours away from Toronto.
23. **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.
24. **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 (average cost is about \$150 CAD) or you can fly to the nearest city (prices vary significantly), and then catch a shuttle (average \$80).
25. **How do I find accommodation when I'm working?** Most hotels and resorts have different arrangements for staff; some organise share house apartments, some have on site staff accommodation buildings and some have staff houses. Accommodation is either paid in advance or is deducted from your pay cheque. The cost ranges from \$80 - \$150 per week. Accommodation is usually shared with 1 or 2 others sharing the same room, 5-6 sharing the same bathroom and up to 15 sharing the same kitchen. We suggest living in the accommodation as it saves you money, is a lot of fun and is great for improving English and social skills. Some hotels only allow you to stay one season in staff housing, at the end of the season you must organise your own accommodation.
Some hotels or resort may not provide accommodation, in these cases we will inform you in advance and we will suggest you to arrive a couple of weeks prior to your work start date so you have enough time to find your own accommodation, usually hotels will provide you with some information on where to look for a place and which websites to check.
You will also have to pay a damage deposit of 2 weeks rent as a deposit to be kept by the hotel should you damage anything, this may either have to be paid in advance or is deducted from the pay check depending on the hotel. All staff must sign a housing agreement. You need to give a minimum of 2 week notice before moving out of staff accommodation. If you are evicted from accommodation it is not the responsibility of INTERNeX to find you new accommodation. If you lose your placement as a result of losing staff accommodation (example doing drugs on the premises) you will lose your position at the company. In this situation the same rules apply as if you were fired. If you lose your job you will be required to leave the staff accommodation as well.
26. **If I live in staff housing, what is provided and what will I need to bring?** Staff accommodation is usually very simple; it includes a bed and wardrobe for your clothes. In most cases you will share your room with one or two other people, and bathrooms and kitchens with staff from other rooms. You should anticipate needing bedding, towels, toiletries etc... however some hotels do provide these things to staff so it is suggested that you purchase these things once you know which hotel / resort you will be going to.
27. **What uniform is required?** This depends on the position you are offered. It is advisable to bring black pants and work shoes 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 resorts may ask you to purchase some additional uniform (up to \$200) however most resorts provide the majority of the uniform you will need. Some resorts 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.

28. **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 the weekends or public holidays.
29. **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 whereas 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.
30. **Do I pick the company that I work at?** You can tell us which company you would like to work at but as hotels have different requirements and availability we cannot guarantee and the final decision is up to INTERNeX.
31. **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.
32. **Will I get any extra benefits, like a free ski pass?** Again, this depends on the hotel and resort you are placed at, however you should not expect a free ski pass as the possibilities of receiving one are very slim. Please consider spending between \$800 - \$2,000 for a season ski pass (depending on the ski resort). Hotels and resort in more remote areas tend to offer more extra benefits than hotels in tourism communities, these may or may not include staff parties, staff excursions, team building events, discounts at gymnasiums or health clubs etc.
33. **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 food 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.
34. **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
- Season ski Pass to a resort \$800 - \$2000 depending on the resort
 - Bus Pass: \$50 - \$100 per month depending on the location
 - Bus ticket to a resort: \$150 - \$200
 - Damage Deposit for Staff Accommodation: Approximately \$175 - \$350
 - Uniform: Up to \$250
 - Accommodation during course of employment: \$350 - \$600 per month
 - Government courses needed for certain placements: "Serving it Right" (\$50), ProServe (\$50) or "FoodSafe" (\$125) or Basic First Aid Level 1 (\$100) First Aid Enhanced (\$150)
 - Groceries per week: Minimum \$50 (\$200 - \$300 per month)
 - Entrance to a club: \$15
 - Beer at a Pub / Club: \$6-\$8
 - A Big Mac Burger: \$4.00
 - A Starbucks Tall Café Latte: \$3.50
 - 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
35. **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 Canadian Customs and Revenue Agency (approx. 30%). Personal income tax is payable at the time the income is earned, and when you work in Canada 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. The deadline for filing a personal tax return is 30 April each year (for the year ended as at December 31). To file your tax return you will need to determine whether your status in Canada is "Resident" or "Non Resident" - there is a form that can be completed to assist in determining this (NR74 - Determining Your Residency Status). When you have determined your status (which may depend on things like the actual number of days you have spent in Canada, etc.) you can get the correct income tax package to help you prepare and lodge your return. When you work, you will receive an

"information slip". This is prepared by your employer, and the most common information slip is the T4, which shows your employment income and payroll deductions for a tax year. You will need your information slips to complete your return. There are a number of tax agents that can assist you in determining what refund may be due to you and arranging your lodgment, or you may want to handle it yourself. Tax refund agents charge about \$80, a good option is Taxback www.taxback.com. Note: If someone works say September - March, they need to do one for Sep - Dec 31 and one the following year for Jan – March. To download all info. about tax go to: <http://www.cra-arc.gc.ca/menu-eng.html>. More information can be obtained from the Canada Customs and Revenue Agency at: <http://www.cra-arc.gc.ca/tx/nnrstdnts/ndvdl/nrs-eng.html>

36. **Will I get any kind of certificates after the internship? Or just reference letter if I am any good at work?** If you are good at work you may get a reference letter, not all companies offer them to casual workers, and if you complete the internship you get a certificate from INTERNeX.
37. **What do I do if I have more questions?** Please feel free to email INTERNeX at info@internexcanada.com and write Hospitality & Tourism question in the subject header with your questions and we will happily answer you.

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 Hospitality Frequently Asked Questions.

First Name: _____

Last Name: _____

Date: _____

We look forward to welcoming you to Canada

The INTERNeX team.