



TRAINEE AND INTERNSHIP PROGRAM – Housekeeping Operations - PLACEMENT INFORMATION

EMPLOYMENT

Company:	Crowne Plaza Hotel
Placement Location:	830 Phillips Lane Louisville, KY 40209
Company Description:	Crowne Plaza is a chain of full service, upscale hotels catering to business travelers and to the meetings and conventions market. It forms part of the InterContinental Hotels Group family of brands, which include InterContinental Hotels & Resorts and Holiday Inn Hotels & Resorts, and operates in 52 countries with more than 400 hotels, usually located in city centers, resorts, coastal towns or near major airports.
Website:	www.crowneplazalouisville.com
Arrival Date:	<p>The participant must arrive on the specified date. The housing reservation has been made for this date. The participant will not have accommodations if s/he arrives early. Late arrivals will only be accommodated if a 30 day advance written notice is given to WWCE and is approved in writing by the WWCE office, or for any special circumstances as approved in writing by WWCE. The arrival process includes a bank appointment and a Social Security Office appointment, as well as a meeting with the employer; the participant may lose his/her placement if the arrival procedure is not followed. The participant can expect to begin paid training 1 to 1 ½ weeks following the arrival date.</p> <p>The participant must ensure s/he has enough US currency to pay for housing, food, transportation, and any other living expenses while s/he is waiting to start working. The participant is not expected to start work on your arrival date. The WWCE orientation and the employer orientation will be set up within the first week of arrival.</p>
Start Date:	per DS7002, 12-month program
End Date:	per DS7002, 12-month program
Placement Requirements:	The participant is expected to bathe every day and wear deodorant. No excessive make up or jewelry is allowed. Tattoos must be covered at all times and facial piercing jewelry must be removed while training. Hair must be clean and tied back. Men must be clean-shaved. Must be able to stand, sit and walk for long

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periods of time. Reach overhead and below the knees including bending, twisting, pulling and stooping. Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance. Participants must have a working US cell phone number.

- Uniform:** The participant is required to wear a uniform. The participant must bring or purchase black shoes with no decals or logos and non-slip soles.
- Skills:** English speaking Intermediate/Advanced level. An outgoing and friendly personality is a must. Must be able to perform quickly and proficiently.
- Stipend:** \$13.96 per hour or more based on experience.
- Training Hours:** The participant will have at least 1 day off each week and will have a flexible schedule that may change each week based on the employer's needs. The participant is expected to train weekends and holidays, since this is the busiest time for the host employer. The participant will have a minimum of 32 hours per week and will be scheduled 3-6 days per week, 4-8 hours per day. Due to uncontrollable circumstances, weather conditions or other factors beyond the control of the Host Employer and/or the sponsor, some placements have uncertain start dates and hours of training and the participant may not receive the minimum 32 hours. The participant must be able to support all of his/her expenses in the U.S. until he/she gets his/her paycheck and through the entire duration of the program and in the event of reduced training hours, and must have at least \$1000 with him/herself upon arrival in the U.S. as well as access to a credit card that can be used for uncontrollable circumstances.
- Meals:** One meal per shift is provided.
- Drug Testing:** Participants may be required to undergo a physical examination and drug test upon arrival or during their program. Make sure to bring a doctor's note for any regular medication that could be revealed by the drug test. Participant will be dismissed from their program and/or placement if test reveals illegal substance use. Medical Marijuana cards and other such temporary documentation are not accepted by WWCE to override this requirement.

HOUSING

- Self-Housing:** The participant is given the opportunity to find and secure his/her own housing arrangements prior to his/her arrival date. WWCE will need the participant to send all details of the self-housing no later than 3 weeks following his/her date of hire OR 60 days prior to the arrival date, whichever comes first.
- WWCE will make every attempt to verify the information the participant provides, however, the participant assumes full responsibility for the selection of housing that he/she makes.

Please e-mail the following information about your self-housing to interntrainee@wwceusa.com by the required date:

- Landlord Name/Housing Community Name
- Housing Address
- Landlord/Housing Contact Information
- Monthly Rental Amount
- Transportation Details To/From Work
- Transportation Costs

The websites below may help the participant consider some options. WWCE does not support any of the websites below, and they are provided for the participant's reference. When a participant accesses third-party websites, he/she does so at his/her own risk. Those other websites are not under the sponsor's control, and the participant acknowledges that the sponsor is not liable for the content, functions, accuracy, legality, appropriateness, or any other aspect of those other websites or resources.

Many apartment complexes will charge a deposit with the first month's rent. The leasing agent will be able to give the participant all the information of pricing. The participant will also have to secure his/her own furniture rental for the time he/she will be leasing the apartment, as well as pay for utilities such as gas, electricity, water, trash and sewer, as well as other utilities as provided by the apartment community.

www.apartments.com / www.craigslist.org/ www.roommates.com /
www.okroommate.com/usa / www.proroommate.com/usa /
www.apartmentsusa.com

To rent furniture you can search the following websites:

www.rentacenter.com / www.cort.com / www.brookfurniture.com /

If a participant is not able to secure self-housing by the deadline date, the participant has the option to request Program Housing. If the participant selects the Program Housing, the \$165 Non-Refundable Housing Registration and Placement fee will then be due 60 days prior to your arrival.

IF THE PARTICIPANT DECIDES TO USE THE PROGRAM HOUSING, S/HE PLEASE NEEDS TO READ THROUGH THE HOUSING SECTION BELOW VERY CAREFULLY BEFORE MAKING HIS/HER SELECTION. THE PARTICIPANT NEEDS TO SURE THAT HE/SHE CLEARLY UNDERSTANDS THE DETAILS LISTED BELOW. THE PARTICIPANT CAN EMAIL US AT INTERNTRAINEE@WWCEUSA.COM WITH ALL QUESTIONS HE/SHE MAY HAVE PRIOR TO MAKING HIS/HER SELECTION SO THAT THE WWCE TEAM MAY ASSIST HIM/HER WITH THOSE QUESTIONS, NOT THE HOME COUNTRY AGENCY.

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Program Housing:

WWCE has located and will pre-arrange housing for the participant for the entire duration of the program. The participant selecting Program Housing is required to pay \$165 Non-Refundable Housing Registration and Placement Fee by no later than 60 days prior to arrival.

All housing costs and locations are subject to change until all applicants have paid the \$500 security deposit due in full no later than 60 days prior to the arrival date. Once payment is received, the housing arrangements will be finalized, and the participant will receive the confirmed housing details with his/her arrival guide.

With program housing, each participant will sign an apartment contract (lease) that will bind the participant to the apartment they are signing for. The participant will be responsible for all rent due to the apartment and any damage fees due upon move-out of the apartment.

In some cases, based on the time of arrival, program housing may require participants to move into existing apartments and move to a new apartment at some point in their program.

The monthly rental cost per participant will range between \$360 - \$560 per participant depending on apartment location and market rent at the time the deposit is paid.

The apartment common areas and bedrooms will be shared by participants in the program based on the apartment community occupancy limits. Participants may share an apartment with the opposite sex and/or different cultures. Roommate requests are due seven days after the participant receives the welcome letter. Once seven days have passed, roommates will be chosen, and no changes may be made. Linens such as bed sheets, pillows and blankets, etc. may need to be purchased upon arrival or be brought from home. Housewares such as pots, pans, plates, and forks will need to be purchased upon arrival.

WWCE requires that participants live in certain conditions while in the USA. The housing must include furniture and utilities; these are generally not included in the rent price. For the first three months, participants are required to rent furniture which will cost approximately \$450 - \$650 per month, per apartment. After the first three months, participants have two options for furnishing the apartment:

1. They can choose to continue to rent the furniture.

OR

2. They can choose to purchase furniture. Furniture can be purchased online or in a store, and participants will need to pay a delivery fee as well. Here is a list of furniture required and approximate costs based on walmart.com:

- Twin beds- \$189 each OR Air mattress- \$50 each

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- Sofa- \$275
- Dining set and chairs- \$150
- End table- \$75
- Lamps- \$50
- Dresser-\$150

The participant is required to pay for the housing through the end date of the housing contract. **Unauthorized early departures from housing are not permitted.** If a participant needs to leave the program for any reason before completion, that participant is still responsible for paying for the housing through the end of the housing move-out date outlined above since a lease agreement needs to be signed covering the entire duration of the program.

NON-PAYMENT OF THE HOUSING OBLIGATIONS IN A TIMELY MANNER DURING THE PROGRAM IS A DIRECT VIOLATION OF PROGRAM RULES AND WILL RESULT IN IMMEDIATE PROGRAM TERMINATION.

IN AN EFFORT TO ENSURE ALL PARTICIPANTS HAVE PRE-ARRANGED HOUSING, FAILURE TO PAY THE REQUIRED FEE BY THE SPECIFIED TIME MAY RESULT IN PROGRAM CANCELLATION IN ACCORDANCE WITH THE WWCE CANCELATION POLICY.

Transportation:

The participant is responsible to arrive to training on time. Based on previous seasons, the participant will need to use public transportation that will take approximately 35 – 55 minutes. Participants will be able to travel to work via the Louisville public bus (TARC) route #2. The Louisville public bus (TARC) will be available to provide transportation around the city as well. The cost is \$1.75 each way, please visit the TARC website for route times and schedules. Monthly bus passes are available for \$50.00 and can be purchased at Fifth Third Banks. Schedules and routes can be found at www.ridetarc.org (<http://www.ridetarc.org>) or by calling (502)585-1234.

Please note: The participant must purchase a round trip airline ticket with an open end so that the return can be changed without a charge should there be a need.

LOCATION

Area Information:

The nearest major city is Louisville. The participant should fly into Louisville International Airport (SDF), 10 miles away from the housing. Clear arrival instructions will be given to the participant in his/her arrival guide.

Area Description:

This area is considered a major city and offers a lot of entertainment and cultural experiences. Louisville is located along the Ohio River on the Kentucky-Indiana border; it's unique location and geography has made Louisville a cosmopolitan hub of transportation, commerce, and cultural exchange for centuries. Downtown is the place to play in Louisville. As the business and cultural center of the region,

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downtown Louisville is teeming with energy day and night.

You can really do it all in downtown Louisville. Start off your day relaxing at a spa before heading out to explore downtown art galleries and boutiques. You can spend a whole afternoon immersed in downtown Louisville's cultural destination like The Kentucky Center for the Performing Arts and the Kentucky Show!, The Kentucky Museum of Art and Craft, or The Muhammad Ali Center. Whether you're feeling downhome or upscale, catch dinner out on the town. Downtown Louisville restaurants range from Barbecue to Fine Dining and everything in between to satisfy your appetite and start off the evening on the right food.

Websites:

The participant is required to go online and get familiar with the area he/she is going to, including transportation availability and things to do in the USA. The participant needs to choose an area that he/she feel comfortable with. This website will give more information on the area where the participant will be living and working www.gotolouisville.com.

Average Temperature:

Average yearly High temperature is 89°F (31°C) in the summer months and the Average yearly Low temperature is 30°F (-1°C) in the winter months. The participant can check a weather website for the daily weather info.

Safety Tips:

General Safety Tips for the United States

- Become familiar with the area around your housing, to and from work, and shopping areas.
- Ask US residents (your friends, co-workers, employer, landlord, etc.) about areas you should avoid, especially at night.
- Make sure you know the numbers to call in case of an emergency "911" is the general emergency number in the US, and your particular region may have numbers to call for non-emergencies.
- Locate the police station that serves your neighborhood.
- Identify the hospital emergency room nearest to your home and know what to do in case of an accident.
- When using public transportation and when you are in the city remain aware of yourself and your belongings to avoid being the "target" of a pickpocket. Do not leave any of your bags unattended or display any objects of value.
- Try to travel in pairs.
- Know your address and telephone number along with the Emergency Line number- (888) 992-3872.
- Do NOT carry your passport or social security card with you.
- Keep large amounts of cash in a bank account. Try to only carry small amounts with you (\$20-\$40).
- If you are riding a bicycle, ALWAYS wear a helmet, light colored clothing, and cross ONLY at cross walks. Reflective lights are required at nights.
- Keep a prepaid cell phone with you while traveling if possible.

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- Remember that the legal drinking age in the US is 21. You cannot consume alcohol if you are less than 21 years old. If you are over 21, it is illegal to sell to or purchase alcohol for someone younger than 21 years of age. For tobacco, the legal age is 18, and the same rules apply.
- WWCE does not accept medical marijuana cards or any other temporary documentation that permits illegal substance abuse.
- Please refer to this website for further detailed safety precautions www.travel.state.gov/travel/tips/safety/safety_1747.html

PLACEMENT DESCRIPTION

The statements in this placement description are intended to describe the essential nature and level of training. They are not intended to be ALL responsibilities or qualifications of the internship.

Position Title: Housekeeping Operations Manager Intern/Trainee

Stipend: \$13.96 per hour

Summary: Supervise a large team of 50+ individuals to ensure consistency in all aspects of the Housekeeping Department in order to meet and exceed the Crowne Plaza standards.

Duties and Responsibilities include:

- Support the Crowne Plaza hallmarks and standards
- Responsible for the Housekeeping Department opening and closing procedures
- Responsible for the coordination of the room assignment and Pera updates.
- Responsible for inspection of all areas to ensure cleanliness
- Assist in the training and development of the housekeeping staff
- Assist in lost and found procedures and guest compliant resolution
- Generate and maintain accurate records including housekeeping reports as assigned
- Monitor the CPOR
- Maintain security of equipment, keys, and supplies issued each day
- Respond to housekeeping requests from guests or management in a timely efficient manner
- Able to cross function in the role of Executive Housekeeper
- Focus on the department meeting productivity standards and resolving operational problems
- All other duties as required

I have read and fully understood all of the above.

Full name: _____

Signature: _____

Date (MM/DD/YY): _____