



TRAINEE AND INTERNSHIP PROGRAM – *Front Desk* – PLACEMENT INFO

Company:	Brown Palace Hotel and Spa
Placement Location:	321 17 th St Denver, CO 80202
Company Description:	<p>Explore the unique offerings of The Brown Palace Hotel and Spa, a legend among Downtown Denver hotels since 1892. From the dramatic allure of our Top of the Brown Guestrooms and regal Presidential Suites to our fine dining offerings and stately meeting facilities, the qualities of our iconic hotel in Downtown Denver make it the ultimate destination for business functions, leisurely vacations, romantic getaways and even spa retreats. The Brown Palace is home to 241 accommodations featuring breathtaking design elements, elegant furnishings and comfortable ambiance to help you unwind in style. Home to six distinct restaurants and bars, including the nine-story Atrium and the celebrated Ellyngton's, The Brown Palace is a beloved destination for unforgettable dining and cocktails. Plan sophisticated corporate events, social soirees and weddings using The Brown's nearly 20,000 square feet of upscale event space with state-of-the-art technology and compelling catering menus. Read more about events. Brown Palace is a 4 star hotel.</p>
Website:	www.brownpalace.com
Arrival Date:	<p>Your arrival date is generally the same as your DS start date; however, please check with your agency for your specific arrival date. You must arrive on the specified date. Your housing reservation and/or hotel accommodation has been made for this date. You will not have accommodations if you arrive early. Your arrival process includes a bank appointment and a Social Security Office appointment, as well as a meeting with your employer; you may lose your placement if the arrival procedure is not followed. You can expect to begin paid training 1 to 1 ½ weeks following your arrival date.</p> <p>Please ensure you have enough US currency to pay for your housing, food, transportation and any other living expenses while you are waiting to start working. You are not expected to start work on your arrival date. Your WWCE orientation and your employer orientation will be set up within the first week of arrival, and you will be starting to work within a week after your orientation and/or drug testing is done if required.</p>

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E-MAIL: INTERNTRAINEE@WWCEUSA.COM | WEB: WWW.WWCEUSA.COM

Start Date:	per DS7002 , 12 month program
End Date:	per DS7002 , 12 month program
Placement Requirements:	The participants 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 working. Hair must be clean and tied back. Men must be clean-shaved. Must be able to stand, sit and walk for long 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.
Uniform:	Participants must bring solid black pants and bring or purchase solid black, non-slip, closed toe shoes.
Skills:	English speaking Intermediate/Advanced level. An outgoing and friendly personality is a must. Must be able to work quickly and proficiently.
Stipend:	\$13 per hour
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 free 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
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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 access 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 this 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, HE/SHE PLEASE NEEDS TO READ THROUGH THE HOUSING SECTION BELOW VERY CAREFULLY BEFORE MAKING HIS/HER SELECTION. THE PARTICIPANT NEEDS

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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.

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.

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.

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.

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 a different culture. Roommate requests are due seven days after you receive your welcome letter. Once seven days have passed, roommates will be chosen, and you will not be able to switch upon arrival. Linens such as bed sheets, pillows and blankets, etc. may need to be purchased upon arrival or be brought from home.

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

1. You can choose to continue to rent your furniture.

OR

2. You can choose to purchase your furniture. Furniture can be purchased online or in a store, and you will need to pay a delivery fee as well. Here is a list of

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furniture required and approximate costs based on walmart.com:

- Twin beds- \$189 each OR Air mattress- \$50 each
- 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 CANCELANATION POLICY.

LOCATION

Area Information:	Denver is considered a major city. Please fly into Denver International Airport (DEN), 20 miles away from the housing. Clear arrival instructions will be given to you in your arrival guide.
Area Description:	Welcome to Denver, where 300 days of sunshine, a thriving cultural scene, diverse neighborhoods, and natural beauty combine for the world's most spectacular playground. A young, active city at the base of the Colorado Rocky Mountains, Denver's stunning architecture, award-winning dining and unparalleled views are all within the walking distance from the 16th Street pedestrian mall. Upscale shopping awaits in Cherry Creek, while Denver's seven professional sports teams entertain year-round.
Websites:	You are required to go online and get familiar with the area you are going to, including transportation availability and things to do while you are in the USA. While performing your research, please make sure you choose an area that you feel comfortable with. This website will give you more information on the area where you will spend your internship/trainee program www.denver.org .
Average Temperature:	Average yearly High temperature is 88°F in the summer months and the Average yearly Low temperature is 44°F in the winter months. You can check a weather website for the daily weather info www.usclimata.com .

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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.
- 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

Position Title: Front Office Intern/Trainee

Summary: Front Office/Desk Intern/Trainee's provide a warm and sincere welcome to our guests and customers. They are part of the Rooms Division Team and provide multiple services to guests including Guest Service, Concierge, Room Assignments, Night Auditing and more.

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This description is only intended to provide a general description of the placement. Complete details of rotations and duties can be found in the participants individual training plan (DS 7002).

Essential Functions:

Duties and responsibilities include:

- Provide friendly and responsive phone skills; operate telephone switchboard station; answer with proper greeting with a "smile in your voice"; use guest name when possible; articulate words for easy understanding; speak in an efficient and unhurried manner; uncover guest needs by asking questions and offer assistance; repeat guest requests to ensure correct/clear understanding; ask a caller if they can be placed on hold and wait for a response; conclude calls with a pleasant phrase.
- Adhere to the to Hotel programs
- Participate in daily meetings
- Pay attention to individual guest needs and take specific action to that person, in that moment; ask questions and engage guests to create personal connection.
- Look for and identify cues to deliver delightful moments; offer pro-active assistance with each guest interaction; acknowledge guests in queue; contribute ideas to the improvement of the overall service experience.
- Process all guest check-ins, check-outs, mobile guest requests, room assignments, and room change/late check-out requests. Secure payment; activate/reissue room keys.
- Ensure rates match market codes, document exceptions.
- Verify/adjust billing for guests.
- Communicate to appropriate staff when guests are waiting for an available room.
- Clear departures in computer system.
- Coordinate with Housekeeping to track room status and guest concerns.
- Run and check daily reports, contingency lists, and credit card authorization reports.
- Supply guests with directions and information.
- Arrange transportation for guests.
- Count and secure bank at beginning and end of shift.
- Cash guests' checks, process all payment types, vouchers, paid-outs, charges, and provide change.
- Be knowledgeable to food menus and process Room Service orders.
- Assist in organization and operation of Sundry Shop.
- Notify Security of any reports of theft.
- Follow all company and safety and security policies and procedures; report maintenance needs, accidents, injuries, and unsafe training conditions to manager; complete safety training and certifications. Ensure uniform and personal appearances are clean and professional; maintain confidentiality of proprietary information; protect company assets. Speak

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with others using clear and professional language. Develop and maintain positive working relationships with others; support team to reach common goals; listen and respond appropriately to the concerns of other employees. Ensure adherence to quality expectations and standards. Perform other reasonable job duties as requested by Supervisors.

- Read & visually verify information in a variety of formats.
- Stand, sit, or walk for an extended period of time or for an entire work shift.
- Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without help
- Ensure all guest concerns and requests are resolved promptly and properly.

I have read and fully understood all of the above.

Full name: _____

Signature: _____

Date (MM/DD/YY): _____