



CHI WORK AND TRAVEL

255 West End Avenue
San Rafael, CA 94901 USA

1-800-432-4643 x2
1-415-459-5397 x2

chiwt@chinet.org

wt.chinet.org

Job Description

EMPLOYER INFORMATION

Employer Name: Global Resort Partners Hilton Waikoloa Village
DBA: Hilton Waikoloa Village
Type of Business: Hotel & Resort
Job location: 69 425 WAIKOLOA BEACH DR
Location type: Resort
City: Waikoloa
State: HI
Zip: 96738
Website: www.hiltonwaikoloavillage.com

Why choose us?

Work for one of the largest Hiltons in the world and learn first-rate work ethics. We are in a luxury tropical setting. Our hotel provides a unique experience for employees and guests. Learn Hawaiian culture and diverse multicultural experience that mixes Hawaiian and far east.

Cultural exchange activities

We have quarterly meetings, International Day, Support Charity Walk, tropical ocean setting, island living.

Position

Job title: Steward, Orientation start date December 5, December 12, or December 19
Job prerequisites: Your start date must be one of these dates: December 5, December 12, or December 19
Customer service is very important (friendly and helpful).
Employer online application required - CHI Program Coordinator will give you the link.
Job description: Your start date must be one of these dates: December 5, December 12, or December 19

This position is very fast-paced! Ensure servers have dishes/silverware required & guests have clean dishes. Must like people & have a great attitude; you will be working directly with guests. Sort/stack dishes; load/unload the dishwasher. Sort/stack/store all cleaned items in an organized & safe manner. Ensure all broken/chipped items are removed from circulation & inventoried. Ensure all floors are dry & clean at all times. Must be able to remain calm. Must lift up to 30 lbs (14 kg), as well as bend, kneel & stand for the entire shift & be quick on your feet. You may be asked to work in other departments on an occasional basis.

Must be dependable, hard-working, friendly, and a very trustworthy and honest individual. Positions require attention to detail, punctuality, and a great service attitude & team spirit. Flexible to help in other positions as requested. Additional tasks as requested by management. You will be working all weekends (Friday, Saturday, and Sunday), all holidays, and evening shifts. You may not work the same shifts as your friends. Nor will you have the same days off as your friends. No job, or hours at a job, can be 100% guaranteed. Regardless of what your work contract states, there is always a possibility that you will work more or fewer hours. Some days will be slower than others.

English level required: Proficient
Hourly wage (before taxes): 18.46
Wage comments:
Position ID: 21460



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Job Description

Union: Yes

Union Dues: The position is covered under the Collective Bargaining Agreement and you are required to pay union dues of \$7 per month, plus 2.5% of your paycheck. This is subject to change without notice.

Position Information

Tips: no

Bonus: No

Bonus comments:

Estimated hours per day: 32 hrs per week minimum

Number of days per week: 5-6

Overtime: Slight

Overtime details: If the resort is busy, there might be some overtime, but it is a slight chance.

Earliest start date: 12/5/2023

Latest start date: 12/19/2023

Earliest end date: 3/15/2024

Latest end date: 4/1/2024

Is the employer willing to hire couples? Yes

Is the employer willing to hire group of friends? Yes

Meals? Yes

Meals details: Participants will receive three free meals per day. ALL meals must be consumed in the employee cafeteria.

Is a drug test required? No

Drug test comments:

Is employer interview required? No

Employer interview details:

Do students complete an additional application upon arrival? Yes

Possibility to find a second job in the area No

Second jobs require you to contact CHI at chiwt@chinet.org or 1-800-432-4643 to receive the required form. The new potential employer will need to complete it. Both you and the employer will need to sign and return it to CHI for approval. You can work with a new secondary employer ONLY AFTER you have received written authorization from CHI.

Additional comments regarding second job: Very difficult due to the remote location, but you might work in a different department at Hilton Waikoloa. Any additional job must in no way conflict with your primary job. Do not accept an additional job without talking to your CHI Program Coordinator about the process.

When will work begin? You will need to take your Tb clearance test before starting work.

Arrival Instructions: You need to arrive on Friday at KOA airport. Then, on Monday, you will take your Tb test and the next day, Tuesday, is your start date/orientation. You must keep your CHI Participant account updated with your visa appointment date, visa approval, and travel arrangements once they are made. Please see the travel section for details about getting to Hilton Waikoloa from Kona Airport.

Is training required? Yes

Conditions of training: You may not work full shifts during training

Is there possibility to change positions? No



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Job Description

Uniform required? Yes

Does employer provide uniform? Yes

Cost of uniform: 0

Is uniform refundable? No

Uniform provided details: You are required to wear your uniform at all times while on your shift. Your employer will supply the shirt and pants.

Do students need to purchase specific clothes or footwear? Yes

If so, details for clothing: You must bring white non-slip, closed-toed athletic shoes. You must provide your employer with your shirt and pants size prior to arrival - work with your CHI Program Coordinator.

Grooming: Hair must be pulled back at all times and clean. No visible tattoos. Ear piercing only & no more than two piercings per ear. Good hygiene must be maintained, including daily showering, use of deodorant and laundered clothes.

Important points of job: You will be in a position that is covered under the Collective Bargaining Agreement and are required to pay union dues of \$7 per month, plus 2.5% of their paycheck.

Additional position information:

Housing Information

Housing name: Hilton Waikoloa Village

Housing address: 69-425 WAIKOLOA BEACH DR

City: Waikoloa

Phone:

Fax:

Contact: Cassandra Bell

Email: cassandra.bell@hilton.com

Website:

Housing assisted by: Employer

Is student required to sign a separate housing contract? Yes

If so, contract details: You may have to sign a housing contract with employer.

Type of housing: OnSite

Number of people to a room: 2

Bedrooms: 1

Bath: 1

Cost Type: Month

Cost Amount: \$500.00

Cost Details: \$500 per person per month

Is housing cost deducted from paycheck? Yes

Is housing deposit required? Yes

Deposit amount: \$500

Housing deposit due date: On arrival

Instructions for deposit payment: Please bring \$1000 with you. This will cover your security deposit (\$500) and rent (\$500). This MUST be paid upon arrival, with no exception! The \$500 security deposit MUST be paid in cash - Debit Card & Credit Card payments will not be accepted! Make sure you bring this cash with you. Monthly rent will be deducted from your paychecks after you pay the first month.



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Job Description

Is housing deposit refundable? Yes

Conditions for deposit refund: Room must be clean, without damage, and left in the same condition that it was upon arrival.

Utilities included: Yes

If so, utilities details: Electricity, water, garbage, internet, TV

Utilities estimated cost per month: 0

Is the housing mandatory? Yes

Can students find alternative housing during their stay? No

Method of transportation from housing to work site: Walking

Transportation details: Housing is room in the hotel. You will live on-site.

Additional housing features: The unit is a motel room with two beds and a bathroom. There is no kitchen, but the employer does provide discounted meal tickets.

Comments: You are only permitted to stay onsite up to 2-3 days prior to their start date. If you arrive on the island any earlier, you will not be allowed to stay onsite. You will need to find another place to stay for those nights. You also must pay your \$500 security deposit to your employer upon arrival in CASH ONLY (no credit card payments allowed). Please make sure you bring \$1,000.00 to give to your employer for the first months rent and security deposit.

Location Area Information

Location type: Resort

Location of work site best described as: Beautiful luxury beach resort

Location details: Hilton Waikoloa Village is a spectacular resort located on the sunny Kohala Coast of Hawaii, the Big Island. Visit their website to see and learn more of what they offer their guests. There is a live volcano on the island. Two main towns - Kona and Hilo. Lots to see and do. You will fall in love with Hawaiian culture. Population: 7,366

Average daily temperature: Winter: High 82F (27C); Low 65F (18C)

Community or regional website: www.hiltonwaikoloavillage.com/about-the-resort

Nearest cities: Honolulu, HI/population: 345,510

Distance to nearest cities: 40 minute plane ride to the island of Oahu

What to wear: Winter: Light clothing, light jacket for early mornings and late at night when it is a bit cooler

Available public transportation: All over the island

Public transportation access: www.heleonbus.org

Accessible amenities (by walking or public transportation)

Food market: Yes

Shopping mall: Yes

Post office: Yes

Movie theater: No

Restaurants: Yes

Fitness center: No

Laundry: Yes

Internet café: No

Public library: No



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Suggested Travel Information

- Nearest international airport:** Kona International Airport (KOA)
- Nearest airport:** Kona International Airport (KOA)
- Transportation from airport to employer and / or housing:** Taxi, hotel shuttle; or, with proper advance notice, employer may arrange pick up at KOA airport
- Nearest bus station (to the airport):** n/a
- Bus information (web site):** n/a
- Nearest train information (to the airport):** n/a
- Train information (web site):** n/a
- If participant arrives after hours suggested, overnight accomodation:** Motel near airport
- Cost per night:** varies
- Transportation to overnight accomodation:** varies
- Transportations cost:** Varies
- Travel Instructions:** IMPORTANT! You need to arrive at KOA airport on Friday. Then on Monday, you will need to take your Tb test and Orientation will be on Tuesday. The start dates/orientation dates are listed in the position area details.

Please contact the employer at least two weeks prior to travel so they can arrange to pick you up at the Kona International Airport (KOA). The employer will only pick up participants in groups, no single pick-ups. You can take a taxi to the employer if you arrive alone but it will be very expensive for the taxi. Talk with your CHI Program Coordinator or use the WhatsApp Group we created to coordinate flights with other participants.


Social Security Information

- Does the company require students to have Social Security number before arriving to the work place?** No
- Does the company provide Social Security application assistance?** No
- If so, details:** Please complete your online application for a ss card at www.ssa.gov. Then, please go in person and present your required documents to show: passport, J1 visa, DS2019 form, Job Offer, Sponsor Letter, I-94 card. Please take a pen with you as well.
- Where is the closest Social Security office?** 111 E Puainako St, Hilo, HI 96720
- How far is the Social Security office from the work place?** 70 miles (1.5 hour drive)
- Specific instructions:** If you started the ss application online from your home country or after arriving in the USA: Upon arrival in America, please validate your sevis arrival in your CHI Participant account. Wait for approx. 2 to 4 business days (CHI is closed on weekends) after validating and you should receive an automated emailing notifying you when your validation is approved. You can also always check your sevis status is set to "S" on your Participant account. THEN take your documents and go to the local Social Security Administration (SSA) office and complete your application for an ss card in person. Check their website for the office hours and location. You will need your online confirmation number to complete your application for a social security card.



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Overview of Steps Involved to Apply For a Social Security Card

Steps To Follow

- Begin your ss card application online approx 5 to 10 days before your flight to the USA
- Once you arrive in the USA, please log into your CHI W&T Participant account at wt.chinet.org, and complete your SEVIS Validation.
- Allow CHI 2-3 days to review and approve your sevis validation.
- Watch for this email, **Validation information approved. Your validation information, housing, and first monthly evaluation have been approved.**
- Once you receive this email from CHI stating your validation is approved, wait one more day and then go to the SSA office. This allows our system to update sevis so you do not have any issues at the Social Security Office.
- Make sure you take your passport, DS2019, J1 visa, and I-94 with you. Also, make sure you have your SSA Control Number from when you started the application online.
- While at the SSA office, confirm the mailing address is correct. You do not want your social security card lost in the mail due to a typo or incorrect mailing address.
- Your ss card should arrive in a few weeks

Participants who do not validate in SEVIS or do not wait for the notification from CHI that their validation has been approved prior to going to Social Security will delay their Social Security card for 60 days. Do not make this costly mistake.

What To Do Now That You Have Your Social Security Card

Once you receive your ss card, you need to show it to your employer. They need this for payroll checks.

Social Security Cards once issued, are good for your lifetime. If you lose it, you can ask for it to be reprinted but it will always be the same social security number.

Keep it safe. Take a photo of it as well so you always have your ss card number.

Do not share it. No one should call you asking for it. It might be a scam. Check with your CHI Program Coordinator before sharing it with anyone.

A LITTLE BIT MORE INFORMATION!



YOUR CHI SUPPORT TEAM

CHI PROGRAM COORDINATOR:

WhatsApp:

Email:

Vivian Koczur

1-530-388-8674

chivivian@chinet.org

**CHI Regional Administrative
Support Specialist:**

WhatsApp:

Email:

Molly Bougger

319-560-2061

chimolly@chinet.org

CHI Regional Manager:

WhatsApp:

Email:

Mary Wolfe

1-530-636-3760

chimaryw@chinet.org

CHI Main Office Phone:

Email:

1-800-432-4643

chiwt@chinet.org

EMPLOYER CONTACT INFORMATION

Hilton Waikoloa

59-425 Waikoloa Beach Dr.

Waikoloa, HI 96738

Cassandra Bell

Email: cassandra.bell@hilton.com

Phone: (808) 886-2819

WHAT IS MY CHI PARTICIPANT ACCOUNT FOR?

Your CHI Participant account is set up for your benefit. You can find answers to your questions there, you can update your flights in it, you can find forms you might need during the season, you will validate here, and you will be completing your monthly evaluations in it.

CHI WHATSAPP GROUP

Are you already in our CHI WhatsApp group for the season? GREAT! If not you will be added shortly. We created this group for YOU! This is a perfect spot to connect, share information, and support each other while on your Work & Travel program.

PLANNING FOR YOUR ARRIVAL IN THE UNITED STATES

Read your CHI Student Handbook. It is your responsibility to know the rules and regulations of the Work & Travel program. Your local agency has this Handbook for you.

What To Bring With You:

- Documents: Passport, J-1 Visa, DS 2019, sponsorship letter, job offer, insurance card, this document, and vaccine proof.
- Access to at least \$1000 USD (transportation from the airport, housing deposits, food, public transportation to and from work, etc) while waiting for your first paycheck.
- Always keep your important papers on your person while traveling. What if your luggage is lost? Carry with you a change of clothes, medicines, and your documents listed above. Do NOT put them in your checked luggage.
- Contact your employer by email to notify them of your specific arrival time.
- Plan your flight accordingly: if your final destination is far away from your arrival airport, please check that your flight allows you to make any connecting transportation needed to get to your destination. If not, please make a reservation at a local hostel or motel and plan to continue your travels the next day.
- Any questions about your travel arrangements, contact your CHI Program Coordinator.
- Log into your [_CHI Participant account](#) and make sure everything is kept current and up to date. It is YOUR account. Add your visa appointment, add when your visa is granted, add your flights, add your emergency contact, and vaccine information, and upload your itinerary, etc.

REACH OUT TO YOUR EMPLOYER

The contact person at Hilton Waikoloa is **Cassandra Bell**; you should reach out and say hello! Share how excited you are to come to work for them. Keep your employer informed about your upcoming arrival.

WHERE AM I GOING? HOW DO I GET THERE?

Your employer is on the Big Island of Hawaii, on the Kona coast. The closest local airport is Kona Airport (KOA) on the island.

You will need to fly to Kona Airport (KOA).

Your employer may be able to pick you up at the Kona airport if there is a small group of participants arriving when you do. Please use the WhatsApp group to coordinate your arrival with others. You can also reach out to your CHI Program Coordinator. If your employer is not able to pick you up, you can take the hotel shuttle or taxi to your employer.

WHAT SHOULD I PACK?

Kohala Coast is beautiful in the winter season. Check your Job Description for the temperatures or google it. You will need:

- a lightweight jacket for cool mornings or evenings
- jeans, pants
- nice shorts
- nice shirts, t-shirts
- swimsuits
- sunscreen
- don't forget sunglasses!

WHERE WILL I LIVE?

Your housing is provided by the employer. Please see your job description for more details regarding your housing including rent and what to expect. If you have any questions or issues, do not hesitate to contact your CHI Program Coordinator. We can't help you if we don't hear from you.

I'M HERE! WHAT NOW? HOW DO I VALIDATE IN SEVIS?

Once you arrive in the USA, the second thing you need to do is log onto your CHI Participant Account. Can you guess what the first thing you need to do is? CONTACT YOUR MOM AND DAD and let them know you arrived safely in the USA!

Once you are logged into your CHI Participant account, go to the Sevis Validation section and answer a few brief questions. You will also need to enter your housing information.

Please select commercial for hostels or hotels
Please select residential for houses or apartments

Enter the address of your residence: 123 Main St
Enter the Accommodation Type: Apartment, Room, House, or Other
Enter the Accommodation # (for apt or room)
Enter the city, state, and zip code
Enter US Phone Number: DO NOT ENTER ALL ZEROS! It will be rejected.

If you do not have a US phone number, use your host business phone #

Once you have completed your validation, please allow CHI approx. 2 to 4 business days (we do not work on weekends) to process and approve your validation. You will receive an automated email telling you when you are validated successfully. Once you receive that email from CHI, then you can go to the SSA office to finish up your application for your social security card that you started online prior to coming to the USA.

SOCIAL SECURITY CARDS? HOW DO I GET ONE AND WHY?

CHI will send you information about starting your social security card application online from your home country about 10 days prior to boarding your flight to the USA. If you don't see this important email, please reach out to your CHI Program Coordinator. Once you are done with the online application, the SSA website will give you a confirmation number on the screen. Take a screenshot, and write it down. You **MUST** have this confirmation number when you present your documents to them.

Remember you must sevis validate upon arrival. Give CHI a few days and watch for an important automated email from CHI reflecting you successfully

validated. Once that email arrives, then please take your documents (passport, J1 Visa, DS-2019 form, etc) and go to the local SSA office to present these documents to finish your social security card application. They will ask you for the confirmation number you got when you submitted the online application.

This is a good time to confirm you gave them the RIGHT mailing address to send your ss card to. Please tell them of any changes to your mailing address.

Your ss card should arrive in the mail within a few weeks.

So what does this ss card mean for you? Well, everyone in the US must have one in order to work. It is an identification number that is good for life. You never have to apply for another ss card once you have one. If you lose your ss card, you can ask for it to be reprinted but it will always be the same original number assigned to you.

Your employer needs this ss number in regard to your payroll taxes. You may need it when you open a bank account and when you prepare your tax return.

Do not share your ss number with others. Do not post it on social media. No one should be calling you and asking for it. The IRS and the SSA will not call you asking for it, they would send an official letter.

It is always wise to take a photo of the ss card once it arrives in case you lose it. This way, you will have the ss number available if you need it.

DO I NEED A BANK ACCOUNT?

YES, YOU NEED A BANK ACCOUNT! Please open a bank account with a local bank. Some of the larger banks like Wells Fargo or Bank of America offer free checking to students.

DO NOT plan on keeping money in your room. It will get stolen. Every year this happens to someone. Don't be a victim. By opening an account, you can ask your employer to direct deposit your paycheck into your account. This means on payday, the funds will be added automatically to your account without you having to go to the bank with a physical paycheck.

Even when it is time to return home after your program ends, LEAVE YOUR BANK ACCOUNT OPEN DO NOT CLOSE IT. You can't cash a US check in your country. Many times there is a payroll adjustment or a housing refund and

you are already gone. If you leave your account open, your employer (or CHI) can deposit your check into your account for you. Then, you should have access to the account from your country using your debit card at an ATM. This is why it is important to use a large mainstream bank as we mention above.

WHAT DOES MY EMPLOYER EXPECT?

- Be on time! If your shift begins at 9 am, you should arrive by 8:45 am and get ready for your shift
- Always be respectful of others.
- Smile! Americans like to smile and see others smiling
- Demonstrate you are a team player
- Listen and ask questions
- Help coworkers if you have time
- Address any concerns or issues you may have with your manager and with your CHI Program Coordinator
- Get to know your coworkers
- Follow the rules – don't take shortcuts
- Work your full shift
- Your actions will represent how others see people from your culture
- Share your culture with others as you learn about American culture

Sometimes jobs are hard. Coming to another country and working is challenging. Do your best. Speak up when you need help. The employer is not asking you to do the impossible. It is just not what you are used to doing. Remember, you are only working here for a few months. You can do this!

I HAVE A MINOR ISSUE OR CONCERN

How you approach a situation is key. Do you have a positive outlook? Are you being flexible? Have you considered all your options? Could this be a misunderstanding?

We know you are an independent adult and can handle issues and concerns that come up, but there are times you may need some help or want to talk to someone. When you need help, turn to CHI. We are here to help support you and help ensure your health, safety, and welfare while here in the USA. We want you to stay in communication with us. If you don't tell us about an issue in a timely manner, we can't help fix it. Don't wait until your program ends and then tell us about something. By then, it is too late to make things right for you. Let's work together during your program!

MY PROGRAM IS COMING TO AN END - WHAT NOW?

Please check in with your employer and confirm the last day you will be working. Please do this at least 30 days prior to your program ending. It should be the same date listed on your CHI Job Offer. If there is a situation and you need to return home early, please reach out to your CHI Program Coordinator. We can help you with this.

Few things to keep in mind as your program winds down.

- did you confirm the last day you are scheduled to work?
- when will your last paycheck be issued? if it is after you leave, make sure they know to deposit it in that bank account you are leaving open
- are there any work items you need to return? uniform? badge? keys?
- do you need to schedule an exit walkthrough with your landlord?
- what do you need to do about getting your housing deposit returned?
- do you have to return your house key
- did you remove all the trash? did you strip the bedding and wash the linens? did you leave the kitchen clean? did you deep-clean the whole place?
- check in with your CHI Program Coordinator. They might have some final tips for you to consider
- did you complete your final monthly evaluation in your CHI Participant account?
- lastly, did you remember to share your awesome photos of your whole experience here with CHI? We LOVE it when you share your photos with us.

Thank you for allowing CHI to help you have an amazing experience in the USA. We appreciate you staying in communication with us and we hope that you are returning home with many stories to share and amazing memories you made!