



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: DHL Mahi Staffing, LLC.
DBA: Mauna Lani, Auberge Resorts Collection
Type of Business: Hotel & Resort
Job location: 68-1400 MAUNA LANI DR
Location type: Resort
City: KAMUELA
State: HI
Zip: 96743
Website: <https://aubergeresorts.com/maunalani/>

Why choose us?

Tropical oceanfront resort located on "The Big Island", the Island of Hawaii. Mauna Lani Resort is located on the Kohala Coast, which offers secluded beaches, coral reefs, mountain hiking, volcanoes and many other sightseeing opportunities. If you are a flexible, hardworking, professional, looking for a breathtaking Work and Travel experience, we welcome you to join our team at Mauna Lani Luxury Resort.

Cultural exchange activities

Historical property tour, sea turtle information, canoe rides, hiking trails, beaches, volcanoes, waterfalls nearby.

Position

Job title: Pool Attendant, Pastry Cook, Food Runner - only for 2nd timers that have ss cards
Job prerequisites: You must have your ss card already to accept this position. Your start date must be a weekday (Mon-Fri) no weekend start dates.
You will be required to take a tuberculosis test after arriving in Hawaii. This is required for any food handling positions.
Prefer participants that already have a social security card if possible.
Job description:



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Job Description

You MUST ALREADY HAVE YOUR SOCIAL SECURITY CARD TO ACCEPT THIS JOB!

Employer will assign positions during your Employer interview, however, you will be cross-trained to work various positions as needed by the business.

Pool Attendant - You will clean the pool area, empty trash, arrange lounge chairs/tables, work towel stations, and serve guests. This is a very physical job. Must be able to lift or push 25-50lb/11-23kg, remove used pool towels and restock with clean new towels, maintain a safe yet fun environment within pool areas, and assure that guests follow posted pool rules guidance. You will need to learn and retain a general knowledge of the hotel including amenities to assist guests with their needs. You will be working outside in the hot summer sun and even in the rain. Must be able to handle hot, humid weather. You will be working directly with children, teenagers, and adults in this position. Must have a great team attitude, and be a dependable, hard-working, friendly, outgoing, and very trustworthy and honest individual. Additional duties are assigned as needed.

Cook - Must have advanced English to read instructions and recipes. Must keep the area clean and sanitary while preparing food. Pasty Assistants provide support to pastry Chefs by keeping ingredients stocked, and measured, removing items from hot ovens, removing baked goods from hot pans, decorating, and presentation of items. Requires attention to detail, punctuality, and a great service attitude & team spirit. You need to be flexible since you may be asked to assist in other departments. May be required to work overtime. Must be dependable, hard-working, friendly, and a very trustworthy and honest individual.

Food Runners: Always greets guests with a smile, in a friendly manner. Assists servers and management to achieve a successful shift. Delivering food orders from the kitchen to customers' tables rapidly and accurately. Uphold sanitation and food safety standards. Check in with customers to ensure their experience is satisfactory. Bus tables by removing dirty dishes and trash; reset tables with plates, utensils, napkins, glasses, etc as needed. Scrapes and stacks plates, bowls, etc in the dishwashing area. Stocks supplies. Ability to handle multiple tasks in a fast-paced environment with minimal supervision.

A tuberculosis test is required by the state of Hawaii for any food handling position (Steward & Food Runner positions).

English level required: Proficient

Hourly wage (before taxes): 17.95

Wage comments: Pool Attendant - \$17.95
Pastry Cooks - \$18.58
Food Runner - \$18.89

Position ID: 21469

Union: No

Union Dues:

Position Information

Tips: possible for food runners

Bonus: No

Bonus comments:

Estimated hours per day: no less than 32 hrs per week

Number of days per week: 5-6



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Overtime: Slight

Overtime details: 1.5 hourly rate

Earliest start date: 12/1/2023

Latest start date: 12/15/2023

Earliest end date: 3/15/2024

Latest end date: 4/1/2024

Is the employer willing to hire couples? No

Is the employer willing to hire group of friends? Yes

Meals? Yes

Meals details: Breakfast and Lunch will be provided.

Is a drug test required? No

Drug test comments:

Is employer interview required? Yes

Employer interview details: Google Meet invite from employer

Do students complete an additional application upon arrival? Yes

Possibility to find a second job in the area Yes

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: You may work an additional job but it must be approved by CHI before you start working. Any additional jobs must not interfere with your work schedule or job performance at your primary employer. Please wait at least 2 to 3 weeks before finding an additional job so you can settle into a routine at your primary employer and their schedule.

When will work begin? within a few days. You will start work on a weekday (Mon-Fri).

Arrival Instructions: Please keep your employer updated on dates/times of arrival, so transport can be arranged. You may arrive on a weekend (Saturday or Sunday). Please keep your CHI Participant account up-to-date with your visa appointment date, visa approval, and travel arrangements once they are made.

Is training required? Yes

Conditions of training: On the job training.

Is there possibility to change positions? No

Uniform required? Yes

Does employer provide uniform? Yes

Cost of uniform: 0

Is uniform refundable? No

Uniform provided details: Employer provides the pants, shirt, and name tag for your uniform.

Do students need to purchase specific clothes or footwear? Yes

If so, details for clothing: Closed-toe black non-slip athletic or work shoes.

Grooming: Grooming must be well kept and professional. Hair must be cleaned, brushed, and natural color. Nails must be kept and should not exceed 1/4" length from the fingertip. Hair must be pulled back at all times and clean. Good hygiene must be maintained, including daily showering, use of deodorant, and laundered and pressed (ironed) uniforms.



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Job Description

Important points of job: flexible, team player with a professional and pleasant demeanor.

Additional position information: A tuberculosis test is required for any food handling positions.
<https://health.hawaii.gov/tb/files/2022/04/TB-Clinic-Schedule-Revised-4.28.2022.pdf>



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Job Description

Housing Information

Housing name: Mauna Lani- Employee Host Housing

Housing address: 68-1400 MAUNA LANI DR

City: KAMUELA

Phone: (808) 796-3957

Fax:

Contact: Salina Johnson

Email: salina.johnson@aubergeresorts.com

Website:

Housing assisted by: Employer

Is student required to sign a separate housing contract? No

If so, contract details: Standard Housing Agreement

Type of housing: House

Number of people to a room: 1-3

Bedrooms: 1-3

Bath: 1-2

Cost Type: Week

Cost Amount: \$125.00

Cost Details: per person per week

Is housing cost deducted from paycheck? No

Is housing deposit required? Yes

Deposit amount: \$125.00

Housing deposit due date: upon arrival

Instructions for deposit payment:

Is housing deposit refundable? Yes

Conditions for deposit refund: As long as you leave the place clean and free from any damage

Utilities included: Yes

If so, utilities details: electricity, water, wi-fi, garbage

Utilities estimated cost per month:

Is the housing mandatory? No

Can students find alternative housing during their stay? No

Method of transportation from housing to work site: Employer Provides

Transportation details: You can perhaps bike to work or the host family may provide transportation

Additional housing features:

Comments: Housing will be Employee host families. Participants will live with a family in their homes. Rooms could be private or shared. Rent will be approximately \$125 per week but may vary. Kitchen, and bathroom included. Transportation will be bike distance or the host family may offer to provide transport to/from work.



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Job Description

Location Area Information

Location type: Resort

Location of work site best described as: Tropical Beach Front Luxury Resort of the Big Island of Hawai'i

Location details: Located on "The Big Island", the biggest island of the chain of Hawaiian Islands the Kohala Coast offers secluded beaches, coral reefs, mountain hiking, volcano exploring, and other outdoor and water activities nearby. Shopping and restaurants are available. Other cultural activities include; Luau, Hula, visiting historical sites. Population: 148,677 on the Big Island.

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

Community or regional website: <https://www.gohawaii.com/islands/hawaii-big-island>

Nearest cities: Honolulu, HI / population 374,568

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

What to wear: Winter: Light clothing, light jacket. Can still be chilly early & late at night.

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: Yes

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: Employer will arrange airport transportation to housing.
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: Varies
Cost per night: Varies
Transportation to overnight accomodation: Varies
Transportations cost: Varies
Travel Instructions: Participants should contact their employer at least 2 weeks prior to arrival with the necessary flight information, in order to arrange pickup. If you arrive more than 5 days in advance, the rate is \$100/night.

Social Security Information

- Does the company require students to have Social Security number before arriving to the work place?** Yes
Does the company provide Social Security application assistance? No
If so, details: You must have your ss card in order to accept this job.
Where is the closest Social Security office? 111 E Puainako St, Hilo, HI 96720; Telephone 1-800-772-1213
How far is the Social Security office from the work place? 70 miles/112km (1.5 hour drive)
Specific instructions: You must already have your ss card to accept this position.

A LITTLE BIT MORE INFORMATION!



YOUR CHI SUPPORT TEAM

CHI PROGRAM COORDINATOR:

Email:
WhatsApp:

Vivian Koczur
chivivian@chinet.org
1-530-388-8674

**CHI Regional Administrative
Support Specialist:**

Email:
WhatsApp:

Molly Bougger
chimolly@chinet.org
319-560-2061

CHI Regional Manager:

Email:
WhatsApp:

Mary Wolfe
chimaryw@chinet.org
1-530-636-3760

CHI Main Office Phone:

Email:

1-800-432-4643
chiwt@chinet.org

EMPLOYER CONTACT INFORMATION

Mauna Lani Resort

68-1400 Mauna Lani Dr,
Kohala Coast, HI 96743

Salina Johnson

Email:

salina.Johnson@aubergeresorts.com
Phone: 1 (808) 796-3957

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.
- Does your employer allow you to arrive on the weekend or should you arrive on a weekday (Monday through Friday)?
- What about your Start Date? It needs to probably be a weekday (please check with your CHI Program Coordinator)
- 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 Mauna Lani is **Salina Johnson**; 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 will pick you up at the airport as long as they have your travel arrangements a few weeks in advance. Be sure and keep your CHI Participant account up to date with flights and upload your itinerary.

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:

- lightweight jacket for cool mornings or evenings
- jeans, pants
- nice shorts (while on the property)
- 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!



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.