



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: Marriott Westin Maui Resort and Spa

DBA: Marriott Westin Maui Resort and Spa

Type of Business: Hotel & Resort

Job location: 2365 KAA NAPALI PKWY

Location type: Resort

City: Lahaina

State: HI

Zip: 96761

Website: westin.marriott.com

Why choose us?

Westin is one of the many Marriott brands. High-end luxury hotel located on the beach on Maui island in Hawaii. You will meet people from all over the world.

Cultural exchange activities

You will be on the highly desired island of Maui. Local cultural events happen year-round. You will experience beautiful beaches, swim, see sea turtles, snorkel, or paddleboard. Perhaps take hikes into the mountains for amazing sights. Visit Haleakala National Park or the Iao Valley State Monument.

Position

Job title: Room Attendant, Houseperson

Job prerequisites: Excellent customer service. Desire to give 100% to ensure guest rooms meet Westin's high standards.

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Job Description

Room Attendants are responsible for maintaining the cleanliness of the guest rooms assigned. Greet guests immediately with friendly/sincere acknowledgment and respond to special requests by guests. Must have a great attitude, be friendly and helpful, smile at guests and coworkers, and be willing to work very hard cleaning rooms & common areas, and grounds as assigned to you. Perform routine tasks of cleaning and servicing guests' accommodations such as rooms, suites, baths, lanais, breakfast bars, etc. according to resort standards and procedures. You will make change linens, make beds, dust, vacuum, clean mirrors, and furniture, empty trash, and wash windows/tracks. Includes bathrooms, such as mirrors, toilets & showers, wiping down walls, and floors, and changing towels. Restock guest rooms with linens, bathroom supplies, etc, and restock the supply cart and linen closets as needed. Very physically demanding. Other duties are assigned as needed. Be prepared to stand, walk, bend, reach, pull, kneel, and lift up to 20 lbs/9kg during your shift. Report necessary maintenance and repair work needed in guest rooms. Report any unauthorized or suspicious person on the guest room floors to security. Perform tasks following safety procedures and policies. Properly handle lost and found items. Clean, organize, and stock housekeeping carts. Responsible for the control of hotel-issued keys at all times. Complete work assignments in a timely manner. May assist with turndown service. Assist in stocking the supply closet and reports any shortages. Assist in other positions in the department. Requires attention to detail, punctuality, and a great service attitude & team spirit. Please do not apply if you are sensitive to chemicals or lotions or have physical limitations that would keep you from doing your job. You may be asked to assist in other departments such as laundry as well.

Houseperson: duties include maintaining public areas, lobby, meeting rooms, breakfast area, public restrooms, & grounds. Keep areas clean and tidy, remove the trash, wipe counters, spot clean stains, plus any additional tasks requested by management. You will help housekeeping by restocking carts, running clean linens to the floors, removing and taking dirty linens to the laundry department, helping empty trash from housekeeping carts, and doing any additional tasks as requested by management. This job requires friendly, helpful participants. You will run (deliver) items per guest requests (additional towels, extra bedding, etc) to them in their rooms. Assist guests by giving directions or information regarding the resort. Perform other related duties as assigned or required.

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): 21.29
Wage comments:
Position ID: 21461
Union: Yes
Union Dues:



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Effective on the 31st day of employment, dues will be deducted from your paychecks. The amount is as follows - \$2.77 for unit dues plus 2.5% of your earnings per paycheck will be sent to the union. This is roughly \$45 - \$50 per month.

Position Information

Tips: perhaps

Bonus: No

Bonus comments:

Estimated hours per day: 32 hrs per week minimum

Number of days per week: 5-6

Overtime: Slight

Overtime details: There is a slight chance of earning overtime hours. All overtime hours must be pre approved by your manager. You will be paid at the rate of 1.5 hours AFTER 40 hours.

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? Yes

Is the employer willing to hire group of friends? Yes

Meals? Yes

Meals details: Up to 2 meals daily in the associate 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? No

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: Additional jobs must NOT conflict with the primary job schedule or your work performance! Work & Travel participants are not permitted to begin work before their Sponsor has approved any secondary host companies. If you are found starting any new job without permission from CHI your program will be terminated. This is for your safety. Your CHI program coordinator is always available to help you with this process.

When will work begin? Within a few days of arrival.

Arrival Instructions: Please email your employer two weeks prior to your arrival with your travel arrangements. You must keep your participant profile updated with your visa appointment date, visa approval, and travel arrangements once they are made. Please see the travel section for how to get to The Westin Maui from the airport.

Is training required? Yes

Conditions of training: You will be trained upon arrival. You may not have 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:

Is uniform refundable? No

Uniform provided details: Work shirts and name tags will be provided.

Do students need to purchase specific clothes or footwear? Yes

If so, details for clothing: Please bring close-toed, nonslip, athletic-type black comfortable work shoes and black business casual pants, loose-fitting and covers the ankle. No yoga pants, sweatpants, or black jeans allowed.

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 and pressed (ironed) uniforms.

Important points of job: This is fast-paced and requires physical stamina to do the job properly! No allergy to cleaning products or physical limitations to prevent you from doing your job.

Additional position information:



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Job Description

Housing Information

Housing name: Marriott Westin Maui

Housing address: 2365 KAA NAPALI PKWY

City: Lahaina

Phone: (808) 661-2535

Fax:

Contact: Shannon Ladd

Email: shannon.ladd@westin.com

Website:

Housing assisted by: Employer

Is student required to sign a separate housing contract? No

If so, contract details:

Type of housing: Hotel

Number of people to a room: 2

Bedrooms: 1

Bath: 1

Cost Type: Month

Cost Amount: \$600.00

Cost Details: \$600 per month, per person

Is housing cost deducted from paycheck? No

Is housing deposit required? Yes

Deposit amount: 200.00

Housing deposit due date: upon arrival

Instructions for deposit payment: paid upon your arrival.

Is housing deposit refundable? Yes

Conditions for deposit refund: If the room is clean and free from damage, you may get a partial amount or the full amount refunded to you.

Utilities included: Yes

If so, utilities details: Included in rent: Internet, trash, cable television, water, and electricity.

Utilities estimated cost per month: 0.00

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: You will be staying onsite at the resort.

Additional housing features: This regular hotel room. A microwave and a small refrigerator will be in the room. No kitchen.

Comments: There are two beds per room and two people of the same gender per room. No mixed genders are allowed in housing.

You will need to pay a total of \$800.00 upon arrival. NO EXCEPTIONS! This covers your first month's rent \$600 plus your \$200 security deposit.



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Job Description

Location Area Information

Location type: Resort

Location of work site best described as: High-end, luxury beach resort on the western coast of Maui (2nd largest Hawaiian island)

Location details: Maui is a beautiful island located in Hawaii. The Westin Maui is on the western side of the island not far from Lahaina (population 12,702). In the north part, separating the western side from the eastern side of the island is the large West Maui Forest Reserve. Kahului (population 26,337) is on the eastern side of the island. There is so much to do on your days off. Spend time at the beach, surf, swim, snorkel, parasail, etc. When in town you can see great places to shop, eat, and browse around. Also available on the island - hiking, biking, zip lines, and so much more to explore! Maui, known also as "The Valley Isle," is the second-largest Hawaiian island with a population of 144,444.

Average daily temperature: Winter: high of 83F (28c) Low: 66 F (18 c)

Community or regional website: www.gohawaii.com/islands/maui

Nearest cities: Lahaina

Distance to nearest cities: 3 miles (5 km)

What to wear: Winter: Light clothing. Shorts, shirts, light jacket for cool mornings or evenings, sunscreen, sunglasses, and swimsuit.

Available public transportation: Maui Bus Public Transit System

Public transportation access: www.mauicounty.gov

Accessible amenities (by walking or public transportation)

Food market: Yes

Shopping mall: Yes

Post office: No

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: Daniel K. Inouye International Airport (HNL) Honolulu

Nearest airport: Kahului Airport (OGG)

Transportation from airport to employer and / or housing: Employer will try to pick you up with proper notification from the Kahului Airport (OGG)

Nearest bus station (to the airport): NA

Bus information (web site): NA

Nearest train information (to the airport): NA

Train information (web site): NA

If participant arrives after hours suggested, overnight accomodation: If you arrive late at night, you will need to secure lodging for one night.

Cost per night: varies

Transportation to overnight accomodation: varies

Transportations cost: varies

Travel Instructions: HNL (international airport) is located on O'ahu island. You will need to get to the island Maui's airport, OGG. Kahului Airport is 28 miles (45km) from Westin Maui Resort and Spa. Contact your employer 2 weeks before your arrival in Maui, to arrange a possible ride to the resort from the Kahului Airport. Otherwise, you will pay for local transportation, which is very expensive. To ensure you arrive at a similar time as other participants, please do not buy your airline ticket until you talk to your CHI Program Coordinator. We can help save you money for local transportation to your employer if you work with us about the date and time you land at Kahului Airport on Maui.



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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: You can start the ss card application form online (www.ssa.gov) and then go in to their office and present your proper documentation. Passport, J1 visa, Job Offer, I-94, Sponsor letter, DS2019 form, pen, and mask.

Please put this mailing address for your card to be mailed to:

The Westin Maui Resort & Spa
ATTN: Human Resources Office
2365 Kaanapali Parkway
Lahaina, HI 96761

Where is the closest Social Security office? 2200 Main St, Wailuku, HI 96793

How far is the Social Security office from the work place? 25 miles (40 km)

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 email 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 office hours and location. You will need your online confirmation number to complete your application for a social security card.



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

Marriott Westin Maui

2365 Kaanapali Pkwy
Lahaina, Hawaii 96761

Shannon Ladd

Email: shannon.ladd@westin.com

Phone: (808) 661-2535

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 Marriott Westin Maui is **Shannon Ladd**; 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 Maui. The closest local airport is Kahului Airport (OGG) on the island. This is not the same island as O’ahu where the Honolulu airport is located.

You will need to fly to Kahului Airport (OGG).

Your employer may be able to pick you up at the Kahului 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?

Maui 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!