

Chula Vista Resort - International Student Work and Travel Program Handbook Guide

Welcome and Congratulations on your Job Offer!

Hello and greetings from Chula Vista Resort in Wisconsin Dells, Wisconsin USA! We are excited that you will be living in Chula Vista Resort housing & working with us for the next few months. Since 1998 over 3000 International Students like you have participated with Chula Vista Resort in their Work & Travel Program. We are pleased that you have selected to come & work with us!

As you continue to read this handbook, it will prepare you for most of your experiences of living and working within our company. Please read and review the material carefully. We look forward to your arrival in Wisconsin Dells.

Chula Vista Resort has been in operation as a full-service resort in the hospitality, tourism, restaurant, and service industry for over 50 years! You will become a successful part of this operation. **OUR GOAL** is to serve and make everyone of our guests feel welcome, relaxed and most of all pleased that they chose Chula Vista Resort for their vacation destination. Guest are paramount to our business as their money pays your wages, and it is important that you learn to do the best job possible to serve those guests. This means being productive, punctual, resourceful & generating a great attitude to offer your guests and co-workers when you provide service each & every day. To learn more about our resort, please visit our website at www.chulavistaresort.com.

What information can I find in this handbook?

In this handbook, you will find answers to some of the questions most international students ask when working for us. The more information you have to prepare, the better your entire experience will be.

What is the first thing I should do now that I have a job offer with Chula Vista Resort?

Take care of everything through your designated sponsor organization. They will have most of the answers to any questions you may have. Once you have accepted the job offer through your designated sponsoring organization you should e-mail our program coordinator (mariannek@chulavistaresort.com) with your exact date/time of arrival as soon as possible.

What documents are REQUIRED of me to bring to Chula Vista Resort?

Our company has many forms and paperwork you will complete. The following documents are required when you go through our employee orientation when you arrive. Failure to have any of these items may revoke your job offer/contract:

- Your passport
- Your J-1 Visa - This will be stamped & placed in your passport - it will be multicolored & contain your picture
- Your DS-2019 Form (White Form) - This is your work authorization form
- Your I-94 Form will be printed and distributed to you within a few days of your arrival.
- Your proof or receipts of application for a Social Security Card (if you are a returning student, bring your card) If you have not applied for a Social Security Number prior to arrival we can also take care of it here.
- An International Driver's License. If you have one, bring it with you to establish identity
- A picture identification card with information containing your vital information (birth date, etc.)

Now that I have a job offer, how should I arrange for my travel to Wisconsin Dells?

Your travel is typically arranged around your visa dates and your work dates assigned by your designated sponsor. Contact your agency regarding your travel plans. However, the suggested route to get to Chula Vista Resort is via the following information:

TRAVELING FROM CHICAGO, ILLINOIS

Take the **Greyhound Bus** from Chicago to Wisconsin Dells, Wisconsin. This trip will take between 3 to 5 hours by bus. You can also take the **Amtrak Train** from Chicago to Wisconsin Dells, Wisconsin. The trip by train will take approximately 3 to 4 hours.

TRAVELING FROM NEW YORK CITY, NEW YORK

Take the **Greyhound Bus** or the **Amtrak Train** from New York City to Chicago, Illinois and then follow the same route information above for Chicago. Traveling by bus from New York will take you approximately 27 to 30 hours to reach Wisconsin Dells. If you go by bus or train from New York City, prepare for a long trip.

PLEASE BE SURE TO CALL THE INTERNATIONAL STUDENT WORK PROGRAM TEAM when you arrive in Chicago and prior to boarding the bus or the train en route to Wisconsin Dells. If you do not notify us of your arrival date & time to Wisconsin Dells at least 12 hours in advance, you will need to locate and pay for transportation to the resort on your own.

You can call us toll free from any pay telephone in the bus or train station at the following number +1-800-388-4782. Ask to talk to the Work & Travel Program Coordinator. If there is no representative available, be sure to leave the hotel operator with the following information. Do NOT leave a message on voicemail:

- Your full first and last name
- If you are traveling alone or with a group
- If you are with a group, let us know how many people and their names.
- What time you will be arriving into Wisconsin Dells
- Indicate if you are traveling by GREYHOUND bus or by AMTRAK train

This information is necessary to arrange to have a representative meet you at the bus or train station in Wisconsin Dells when you arrive.

TRAVEL TIPS

IMPORTANT NOTE! We are unable to arrange pick up transportation from Chicago, Madison or Milwaukee. Please make note of this as you make your travel plans. For more information about Greyhound Bus Lines you can visit their website at www.greyhound.com. For information about Amtrak you can visit their website at www.amtrak.com.

What should I know about Chula Vista Resort?

Take some time to familiarize yourself with Chula Vista Resort on our website at www.chulavistaresort.com. The website is a source of various types of information including size, location, directions, hotel room/condo/villa reservations, restaurant selections and menus, indoor & outdoor water park activities, available tee times on the golf course and many other items including pictures, maps and contact information. We are located in the city of Wisconsin Dells, Wisconsin - we are a small tourist community in the South Central region of the State of Wisconsin in the United States.

Our hotel features 235 guest rooms and suite rooms including 181 condos, 34 villas & 40,000 square feet of convention and meeting facility space, a number of restaurants and food and beverage restaurant outlets, an indoor and outdoor water park, recreational complex totaling more than 150,000 square feet. Our resort was established in 1890 and has been independently owned by the Kaminski Family since 1950.

What should I know about the Wisconsin Dells Community?

Wisconsin Dells is a premier meeting and vacation destination & happens to be one of the largest in the Midwest Region of the United States. The weather features warm humid days during the summer season (May through September) and cold snowy weather during the winter season (November through March). Temperatures in our community vary so students should plan accordingly with regard to clothing & attire.

Our small community has a population of only 2,500 residents. Wisconsin Dells is located approximately 45-50 minutes North of the capital city of Madison, Wisconsin; we are two hours away from the largest Wisconsin city, Milwaukee; and we are approximately 4 hours from Chicago, Illinois. For more information about our community visit the Wisconsin Dells website at www.wisdells.com.

What social and recreational activities are available to students? The Wisconsin Dells area provides a number of "tourist" and recreational activities. Students working for our establishment will qualify for a Dells Area Entertainment Card for \$15.00 that will provide a number of free admissions to various tourist attractions and activities in Wisconsin Dells as well as provide students with discounts on retail shopping and restaurant dining in the Dells area. We encourage students to take advantage of the number of tourist activities on their days off of work. Students will have some opportunities to use Chula Vista's health and fitness facilities, swimming pool and water park amenities, and mini-golf area with the use of a wristband pass or by paying a fee. Students will be issued passes and vouchers to have access to these areas to utilize these amenities and benefits. Students should be aware that all of our resort facilities are for the use of our guests first so certain peak or busy days as well as seasonal activities may not be available for students to utilize.

What type of transportation systems exist in Wisconsin Dells?

Chula Vista Resort is located approximately three miles from the downtown community area that features shopping, a grocery market, pharmacy, medical clinic, bank, post office and library. By car, it will take between 5 to 10 minutes to get to the downtown area. Walking to the downtown area from the resort will take between 35 to 45 minutes. Students may also travel by bicycle - which will take approximately 20-25 minutes to get into the downtown community area. **NOTE:** Our community **has a very limited mass transportation system.** Students are expected to transport themselves to any medical or dental facility if necessary while they are here.

Many international students either walk from the resort to the downtown community, or students may buy or rent a bicycle as a means of transportation - bicycles may range in price between \$50 to \$75 for used bicycles or between \$50 to \$200 for a new bicycle. Most students will find that a bicycle can be one of the best forms of transportation throughout the Dells area.

Some international students in the past have purchased a used automobile while here in the United States and may pool or share their money with three or four students to have a car for more independent transportation. It is important to note for the student, that there is a significant investment to purchasing a car for transportation. There are often many fees associated with a car purchase including taxes, insurance, title and registration fees, and maintenance costs.

For students to drive an automobile in Wisconsin, you must first have an International Driver's License or you will need to complete an application as well as take an examination to be issued a Wisconsin State Driver's License. Students should examine all opportunities for their transportation around Wisconsin Dells when they arrive. The International Student Work Program office does not guarantee daily transportation options to the downtown city area.

Chula Vista Resort Employee Vehicle Operation Policy

All Employee's of Chula Vista Resort who operate a vehicle on resort property will:

1. Comply with all laws governing the use of motor vehicles including State Statutes, County and City Ordinances as well as Resort rules.
2. Have current registration for their vehicles

Employees operating a vehicle on resort property will not engage in the following;

1. Increase speed of vehicles so rapidly that it causes loud unnecessary noises disturbing guests and tenants.
2. No employee while on resort property will increase the vehicle sound system so it can be heard from a distance greater than 75 feet away from the vehicle.
3. No employee will operate a vehicle in excess of 15 miles per hour while on resort property.
4. No employee will drive in an unsafe, reckless manner while on resort property.

Disciplinary action up to and including termination could result from violating this policy.

Wisconsin Dells is a very safe and secure community. However, students should not take transportation from individuals that they do not know. As in any community of our size, there may be situations where individuals may commit crimes or acts to harm guests and individuals who are not native to the area including international student staff. Students should be safety conscious at all times when traveling in our community. We encourage students to travel in groups with friends.

While in Wisconsin Dells, students may also utilize a taxi service to get into the local community area. Note that these taxi services may not be readily available and require some planning time and fees on the part of the student.

What type of job will I have and is it possible to select my position? Students who have worked in a hotel, restaurant, attraction, or tourism environment may receive preference for those positions in which they have experience. Students should be well aware of their job title & job duties before they arrive.

Jobs for students include:

*Housekeeping Services – Lifeguard/Water Park Attendant

*Water Park Front Desk

*Restaurant Services-Host/Cashier/Busser

Also, any student with an interest in the **Lifeguard** position must have a strong swimming background and are required to take a Lifeguard Certification Course specifically offered by Red Cross. This certification class is taught by our own staff & above average English skills are required as well since completion of the class depends on a passing grade on a written examination. The cost of certification is \$35 and students can take their certification document home with them.

You should remain in the assigned position for the duration of your work contract dates. There may be possibilities to work extra shifts and extra hours.

How many hours will I work in a day? In a week?

Our peak seasons can be a very busy time of the year for us at Chula Vista Resort. The summer peak season is from May 1 through October 31 and the winter peak season is from November 1 to April 30 each year and students must prepare to work and have a valid visa and work authorization during this time frame. International students can expect to work a minimum of 32 hours per week over the course of their contract. There is a potential and a possibility to have as many as 40 hours per week but this **cannot be guaranteed to any student**. Most students will work between 4 to 8 hours per day. Students may have the opportunity to have more hours depending on business levels in each season. Most students will also receive a 31 minute unpaid meal break during their work shift.

The students who are the first to be selected for extra hours or possible overtime work will include those who demonstrate a solid work record. These positive actions include but are not limited to: work scheduled hours every week, arrive on time & ready to begin work in the clean required uniform for your department, have a positive/upbeat attitude, stay on task & limit distractions, do not violate policies and procedures of the company & show respect for fellow students, co-workers, supervisors, managers, and owners of Chula Vista Resort.

Students may find secondary employment with another company outside of Chula Vista Resort, however they must be flexible in working with their primary schedule and employment contract with Chula Vista Resort. Please review your second job that you obtain carefully and note that as a summer seasonal employee, we are often very busy and **may call you to work** when we do not have adequate staffing in a department. Also, when extra shifts are available we try to email you individually as early as possible so you can make plans accordingly if you have already been scheduled to work.

Please keep in mind that if you plan to travel and tour the United States that this will be allowed after your employment contract has ended with Chula Vista or during your scheduled days off.

We encourage students in the program to work for the full length allowed on your DS-2019 Form. By staying the full period, most students meet their financial goals and do earn more money this way.

The hours we schedule for all employees are based upon the business demands and the needs of our customers. Since most students will begin work in the middle of a work week they will not receive the 32 hours established in the contract for their first week of work.

How much money does each position or job pay?

Each position has a base salary of at least \$7.25 per hour.

Students will be paid on a bi-weekly payroll system. Students will receive paychecks every other Monday in the given payroll cycle. Once students arrive, they should plan accordingly with their finances and purchases as in some cases, a student may not receive their first paycheck until three weeks after their first day of work.

Can I be EXEMPT from Paying Taxes on my wages and money earned from working?

Each student will pay federal and state income tax during their work contact with us. This will be deducted accordingly from each paycheck. **NO STUDENT WILL BE EXEMPT FROM PAYING STATE AND FEDERAL TAXES.** The amount of tax percentage is determined by the amount of wages earned in the payroll period. This is usually between 20-30% of your check. Students participating in a J-1 Work & Travel Program will be exempt from Social Security & Medicare Taxes. Students are entitled to claim a refund of their Federal taxes after returning home.

Students who work at Chula Vista Resort can expect to receive a W-2 Wage & Tax Statement by February of the following year to assist them in the preparation of tax returns & refunds to be issued to them. All employees of Chula Vista Resort have the ability to access all of their paycheck information and their W-2's on our online service. Students will be given instructions to access the system shortly after arrival.

What kind of uniform will I be wearing and how much does it cost? What clothes should I bring?

All positions have uniform requirements. Uniforms must be worn at all times during scheduled work hours. Uniforms will range in price from \$25.00 USD up to \$100.00 USD as a one-time fee. Exact costs can be found on the student website. All Housekeeping and Food & Beverage positions require a pair of comfortable black shoes suitable for standing and/or walking for extended periods of time and black pants (no jeans or leggings). Students in Food & Beverage and housekeeping positions may bring black shoes & black pants with them or purchase them here at Wal-Mart. NOTE: Students working in the Food & Beverage positions are required to have SLIP RESISTANT shoes.

Nametags & ID Cards will be provided for the students at a cost of \$7. Employees are expected to wear their name tags & uniforms at all times. Students must also be aware of our personal care standards. Uniforms must be washed daily by employees to maintain a clean & professional appearance. No employee will be allowed to wear open-toed sandals as part of their uniform unless they are utilizing flat water/aqua sandals for lifeguard positions. While working, any tattoos must be completely covered & the jewelry must be removed from any visible body piercing except for the ear lobe. Jewelry must be kept to a minimum & must be understated. Having a clean, neat personal appearance shows respect and professionalism for your job, our guests and your co-workers.

Students should also consider that our resort requires a professional appearance in grooming and hygiene (personal care) standards. Men are required to be clean- without facial hair, no beards are permitted, although moustaches are allowed and acceptable if they are trimmed above the lip and compliment the student's professional appearance. Men

may not wear earrings during working hours and must have their hair trimmed above the collar for quality standards. Females, especially in the housekeeping staff or restaurant must wear their hair tied back if longer than collar length.

Students are expected to develop exceptional hygiene practices that include but are not limited to: shower/bathing every day, brushing/flossing teeth, trimming fingernails, washing/brushing/combing hair, and using antiperspirant/deodorant. American staff workers and our American guests will expect this as a daily practice.

We recommend that students prepare their clothing needs for the spring, summer or winter months. Weather in Wisconsin Dells can be cold to very warm or even hot and humid during the summer months. Temperatures can range from -20° (degrees) Fahrenheit in Dec-Jan to 100° (degrees) Fahrenheit in July-August. Please check the weather websites for Wisconsin to learn about seasonal weather and then plan accordingly. Students should anticipate bringing clothes for leisure or social activities, and during day-off or time-off periods during the season.

During the winter/early Spring(March) time frame, students should plan for much colder weather and should utilize long pants, warm undergarments, sweaters, sweatshirts, gloves, boots and heavier jackets. Temperatures can reach freezing or below and usually includes heavy snowfalls.

Students have access to a laundry facility where they can wash and dry their own clothing in the complex. It will usually cost a student \$1.25 to wash and dry one load of laundry, (\$1.25 wash/\$1.25 dry).

Other things to bring or consider bringing:

- Bring any medicines or other medication for any health conditions you have for your duration of stay in the US.
- Sunglasses for the bright “sunny” weather!! This will be required for students in lifeguard positions!!!
- An alarm clock to wake you up for work
- Pictures from your country and items to share with us, so we can learn about you, your family, and your culture!

Will I be able to find affordable housing in the area?

Chula Vista has an on-site dormitory style employee-housing complex so you will not have to worry about transportation from the complex to work. The cost to you is \$85 (US Dollars-USD) per week or pro-rated at \$12.14 per day during partial week stays in housing. A program fee is assessed to each student to guarantee your spot in housing, program fee information will be discussed further in this handbook.

As an example to assess housing costs for your stay:

Joe Student is scheduled for 14 weeks of work from June 12 to September 18

14 weeks X \$85 per week

\$1190.00

Rooms in housing can accommodate 2-6 people, so you will share the room with 1 to 5 additional students. Requests for roommates can not necessarily be guaranteed and are based upon availability. Only those students who have been offered a job will be eligible to live in the complex, as rooms in the complex are limited in availability.

Linens are available in the cost of your program fee and must be returned upon the completion of your contract. The linen set includes a blanket, bed sheets, bath towels, hand towels, wash cloths, pillow, and pillow case. You will be responsible for laundering your linens.

Each room will feature one bed per each student. Rooms are provided with air conditioning/heating, dressers, and a private bathroom. All Student rooms either have a full kitchen, (stove, oven, refrigerator/freezer), or community kitchen available. Kitchens are equipped with dishes, cooking utensils, pots and pans.

Students have access to Wifi in the housing complex. We encourage students to bring tablets or laptops for access. Internet access is also available at the local library.

Students should note the standard rules and guidelines about the housing complex. Upon arrival to the resort, students will complete a housing contract and check-in to their room. This indicates that the student agrees to the standard rules listed within this document and ALL terms and conditions of the housing contract.

What is the program fee and why is it required of my participation in the program?

Each and every student will be required to pay a program fee of \$250.00 to Chula Vista Resort. This fee must be paid by each student to guarantee their spot within the housing complex and for housing linens, their job offer, and to guarantee the student’s committed dates to working in our program. \$100 of the \$250 program fee is utilized for administrative fees for the program and is non-refundable.

Students must understand & honor the agreed commitment when signing the work program contract with Chula Vista Resort. Students should stay the full length of time allowed by their program to meet their monetary and financial goals while working at Chula Vista Resort.

The \$250 program fee is due in cash or credit card upon arrival (or as soon after arrival as possible).

The \$150.00 refundable portion of the program fee will be returned to the student upon completion of their program if the follow conditions have been satisfied.

- (1) **Student fulfills their entire work contract requirement dates (not leaving earlier than the last scheduled work day on his/her work offer agreement - THIS DATE IS IMPORTANT! Things students should consider: when the student needs to return to school and/or how much time a student wants to travel. For example if a student states that they will work until September 15 and has his/her last day of work on August 7 this would be a violation of his/her contractual agreement and he/she would lose the refundable portion of the program fee.**
- (2) **Housing room must be completely clean and linens, key & room inspection report form have been returned to the Human Resources Office.**
- (3) **No damages to the room or to the public area during the time stayed in the employee housing complex.**
- (4) **Student must not quit, get fired (terminated) or leave earlier than the date the student is contracted to work for Chula Vista Resort.**
- (5) **NOTE: If there are any questionable eligibility issues and circumstances with a student participant surrounding the program fee refund to a student, any member of Chula Vista Resort management in the International Student Work Program has the right to add, change/modify, delete guidelines during a student's participation in the program and will ultimately determine if a program fee is to be refunded to the student in full, partial, or none at all.**

Our policy requires that you speak fluent English while representing Chula Vista Resort and while working with any of your American counterparts from your co-workers to your supervisors and managers. This includes conversing in English with your roommates. It is the best way to learn English and gain those skills if you practice and utilize it daily.

How can I contact my friends and family throughout the United States and in my home country?

Telephone service is not available in the housing complex. Pay phones are located in the North Tower of the resort. We strongly encourage students to purchase telephone cards to call to their home country to contact relatives or utilize SKYPE capabilities on your lap top or I-phone.

Mail and postal service are available to students on a daily basis through the resort. Students can stop into the HR office to pick up their mail & packages. Students sending outgoing mail to their home country can do so by paying the appropriate postage via the local post office or front desk of the resort. Students should note the following address as an example of where to tell your friends and family to send mail to the resort:

Name of Student	Example: JOSE CARLOS ARENAS
C/O Chula Vista Resort	C/O Chula Vista Resort
Employee Housing Complex	Employee Housing Complex-Room No. _____**
PO BOX 30 2501 River Rd	PO BOX 30 2501 River Rd
Wisconsin Dells, WI 53965 USA	Wisconsin Dells, WI 53965 USA

*****Please note that your room number will be assigned upon your arrival to the resort.**

What personal items do I need to bring to the resort?

Personal hygiene products like bath soap, shampoo, toothpaste, deodorant, and other personal items and toiletries can be purchased inexpensively here in the United States. **CHULA VISTA RESORT does not provide toilet tissue paper, facial tissue paper, garbage bags and other personal items.** Students must be responsible for purchasing these items. Taking these items from the resort is viewed as stealing. If this happens a student will be dismissed or released from our program and be processed with local law enforcement.

How can I purchase personal items and get into the city for stores, banks, and entertainment?

Wisconsin Dells does feature a number of supermarkets, and grocery stores where students can buy food in the downtown area. There are also second hand shops to buy slightly used personal items for use as well as a number of souvenir shops as well. These areas are located approximately 5-10 minutes by car. There are also larger department stores and grocery markets located around the Wisconsin Dells area that are about 15-20 minutes by car from the Resort.

Note: Students are responsible for their own transportation around the community. There are several Taxi Services in the area.

Banks in the area require students to have proper identification, such as your Passport, your DS-2019 Form, and your Social Security Card to open a savings account. We strongly recommend students to open a savings account rather than storing large amounts of money in your room.

Students will be able to apply for a Social Security Card within a few weeks after arrival. We do provide a transportation opportunity to the local Social Security office. Please use Chula Vista Resort's mailing addresses, 2501 River Rd., PO Box 30 Wisconsin Dells, WI 53965 to ensure that your card arrives here as soon as possible.

Where can I eat and how much does it cost?

Chula Vista Resort has an employee lunch room which offers daily specials between \$2-\$5 however most students go to the grocery store to purchase food items to prepare in their rooms.

Are there medical facilities near Chula Vista Resort?

Our community does feature a medical clinic, an urgent care medical center, as well as a number of dentist offices. It is important that all students in our program carry the appropriate medical and travel insurance. If students get injured on the job, there will be provisions protecting them via applicable Worker's Compensation Law. Students are to be reminded that any medication for health conditions should be brought with them to cover their duration of stay while in the United States. Medicine and health care services can be very expensive in the United States.

Students will be required to bring at least \$500 to \$1000 in personal funds to cover the cost of medical expenses/food/transportation etc. Your insurance program will require you to pay for your services immediately at the medical facility and will then reimburse you with a check in the mail. Students will be required to inform us of any medications needed or health conditions during orientation with the company.

What are the possibilities of coming back to Chula Vista Resort for a Second Season?

This question is asked quite frequently by the participants of our program. Participants should talk to their primary manager/supervisor about a letter of recommendation prior to leaving and inquire as to their rehire status. You must exit Chula Vista with a rehire status of "yes" to be considered for the next season. We also have participants who return for internships. Inquire with your work and travel program team and the Chula Vista program coordinator on the possibilities.

What to do now, what if I still have questions?

If you still have questions or if you need more information, here's how you can contact the International Student Work Program Coordinator:

Chula Vista Resort
International Student Work Programs
Marianne Kissack - International Work Program Coordinator
2501 River Rd - PO BOX 30
Wisconsin Dells, WI 53965 USA

Local Phone Numbers: (608) 254-8366 ext 5457 or (608) 254-1614
Toll-Free Phone Number in the US: (800) 388-4782
Fax Number: (608) 253-5456

E-Mail Address: mariannek@chulavistaresort.com

What if I have questions when I arrive to the Resort?

Students will participate in an orientation program that will answer a large percentage of student questions in regard to housing, job, paychecks, and other information. In addition to this manual we have a Chula Vista Employee Handbook that includes policies and procedures for all employees of Chula Vista. Many questions can be answered by talking to your direct supervisor or just by stopping in to the Student Office.

Thank you for choosing to work at Chula Vista Resort. We look forward to your arrival!