

Student Manual



Program 1: *Worldwide*:

2, 3 or 4 – week course + job placement in
UK, Ireland, the British Channel Islands, Cyprus
Canada, New Zealand, USA, Mauritius

Program 2: *Germany*:

4 or 8 – week course + job placement in
Germany

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Part 1: General information about the European Hotel Academy

The Academy in Germany

The Academy is located in Heppenheim, a beautiful vineyard town between Frankfurt and Heidelberg. The 400-year-old Academy building is located in the centre of the old town and was completely refurbished and renovated from 2001 – 2004. Shops and stores are at walking distance from the Academy. The Academy has five bright classrooms and one state-of-the-art computer lab with 13 computers with internet access and a projector that can be used for presentations and multi-media teaching methods.



The programs of the European Hotel Academy are suitable for young people between the age of 18 and approx. 35 who want to gain experience abroad, improve their foreign language skills and meet new people from different places. Applicants should be open-minded, outgoing, flexible, willing to learn new skills and interested in different cultures and people.

Part 2: Summary of programs

Program 1 - Worldwide

- 2, 3 or 4-week training in Germany, duration depends on English skills and hospitality experience
- Conducted in English
- Guaranteed hotel job placement in the UK, Ireland, British Channel Islands, Canada or Cyprus. Also available: paid internship placements in USA and New Zealand, unpaid internships in Mauritius

Program 2 - Germany

- 4 or 8 week training in Germany, duration depends on German skills
- Conducted in German
- Guaranteed hotel job placement / internship placement in Germany

Our preparatory courses are made up of:

- a) language training
- b) cultural training
- c) professional training

The language training includes practice in conversational skills and grammar, as well as hospitality-specific vocabulary.

The cultural part is mostly centred on issues like culture shock and problem solving. Another aspect of cultural training is the cultural differences between the participants' desired destination and their homeland, as well as key information about the destination's history, geography, demography etc. We also include information about living and working abroad, i.e. rights and obligations of employers and employees, employment law, social insurance and opening a bank account amongst many other things.

Professional training is made up of two subjects: 1, practical training in F&B service and 2, a hotel reservations software induction.



Part 3 A: Details of program 1: *Worldwide*

Syllabus *Worldwide*:

Week 1: basic English language revision and immersion.

- Grammar and conversational skills will be practiced according to individual needs.

week 2: English-for-Hospitality

- specific hospitality-oriented vocabulary and conversational training

Week 3:

- Workshops on working abroad, including: work contracts, opening a bank account, health insurance abroad, dealing with problems, how to conduct a telephone interview with a prospective employer.
- Cultural immersion, including: how to deal with culture shock & homesickness, mannerisms & colloquial language, cultural differences

Week 4:

- setting a table, stage 1-5
- silver Service
- serving guests
- Where do I serve what?
- detailed walk through a 7-course-menu including beverages
- alcohol and bar (general knowledge about various types of spirits and beer)
- glasses (which type of glass, how much goes in the glass and what goes in which glass)
- table service along with guest side conversation
- table decoration and useful tips on seasonal table decoration
- general billing in conjunction with guests' preferences
- dealing with difficult guests, supervisors and co-workers
- handling complaints
- intercultural awareness
- wine seminar (presenting, opening, pouring, decanting, categories and countries)
- *Fidelio* software induction (making reservations, check in, check out, billing, postings, room move, booking confirmations, print registration cards, group reservations, housekeeping and room status change)

Schedule *Worldwide*:

The courses take place Mondays to Fridays from 9AM to 3PM, after which two further hours are reserved for homework and individual study. The weekends are free time.

The lessons are taught in English by a qualified faculty. Other language skills are not necessary. The courses end on a Friday, and certificates are handed out to successful graduates.

Applicants take part in the Academy's courses for 2, 3 or 4 weeks, depending on their level of English and their level of experience in hospitality. Applicants with good English skills may omit week 1 and join the course in week 2. Applicants with good experience and a degree in hospitality training may omit week 4 and leave the course after week 3. The groups are culturally mixed.

Requirements *Worldwide*:

We are happy to take on people with an interest in working in the hospitality & food service industry, be it with or without formal training. Our course includes a guaranteed placement in a hotel in the destination of your choice. You will need to fulfil the following requirements:

- eligibility to work in the chosen destination
- well-groomed in appearance
- English skills: intermediate or above
- clean police record
- age: 18 – 35 (please note: visa requirements may differ)
- no visible tattoos or pierced body parts
- subtle and natural-looking fingernails
- Applicants must provide us with two references from previous employers or character references from former teachers. Employer references are always preferred.
- Applicants must be willing to stay and work abroad for 10-12 months (we might be able to organize a shorter or longer stay on request)
- Experience in the hospitality industry is ideal, but not required.

Part 3 B: Details of program 2: Germany

Syllabus Germany:

week 1 – 4: basic German language revision and immersion.

- Grammar and conversational skills will be practiced according to individual needs.

week 5: German-for-Hospitality

- specific hospitality-oriented vocabulary and conversational training

week 6 – 7:

- German-for-Hospitality
- Workshops on *Working in hospitality in Germany* including: work contracts, opening a bank account, health insurance in Germany, dealing with problems, how to conduct a telephone interview or personal interview with a German employer.

week 8:

- getting to know the restaurant
- setting a table, stage 1-5
- silver Service
- serving guests
- Where do I serve what?
- detailed walk through a German 7-course-menu including beverages
- alcohol and bar (general knowledge about various types of spirits and beer)
- glasses (which type of glass, how much goes in the glass and what goes in which glass)
- table service along with guest side conversation
- table decoration and useful tips on seasonal table decoration
- general billing in conjunction with guests' preferences
- dealing with difficult guests, supervisors and co-workers
- handling complaints
- intercultural awareness
- wine seminar (presenting, opening, pouring, decanting, categories and countries)
- *Fidelio* computer training (making reservations, check in, check out, billing, postings, room move, booking confirmations, print registration cards, group reservations, housekeeping and room status change)

Schedule Germany:

Applicants take part in the Academy's courses for 4 or 8 weeks, depending on their level of German. Applicants with good German skills may omit weeks 1 – 4 and join the course in week 5. The groups are culturally mixed.

The courses take place Mondays to Fridays from 9AM to 3PM, after which two further hours are reserved for homework and individual study. The weekends are free time.

The lessons are taught in German by a qualified faculty. Other language skills are not necessary. The courses end on a Friday, and certificates are handed out to successful graduates.

Requirements Germany:

We are happy to take on people with an interest in working in the hospitality & food service industry, be it with or without formal training. Our course includes a guaranteed placement in a hotel in Germany. Applicants will need to fulfil the following requirements:

- eligibility to work in Germany
- well-groomed in appearance
- German skills: intermediate or above
- clean police record
- age: 18 – 35 (please note: visa requirements may differ)
- no visible tattoos or pierced body parts
- subtle and natural-looking fingernails
- Applicants must provide us with two references from previous employers or character references from former teachers. Employer references are always preferred.
- Applicants must be willing to stay and work in Germany for 10-12 months (we might be able to organize a shorter or longer stay on request)
- Experience in the hotel industry is ideal, but not required.



Part 4: Arrival and Accommodation during the course

Arrival and transport from the airport

Arrivals are planned for the Sunday before the course commences. If you prefer to arrive 1 or 2 days earlier, this can be arranged at a surplus charge of €25.00 per night. For participants travelling very long distances, we would recommend booking two extra nights in our accommodation and arriving on the Friday before the course start date. (subject to availability of accommodation.) The destination airport is Frankfurt International Airport / Germany. The European Hotel Academy in Heppenheim is approx. 1 hour's train journey away from Frankfurt. We can also organize an airport pick-up at an additional cost if you prefer.

Accommodation

We have a total of 27 beds in our 3 comfortable on-campus apartments. These apartments are grouped round our garden, making it an ideal recreational area for our students. Rooms are either 2-bed or triple rooms and the two smaller apartment complexes each share a bathroom, kitchenette, washing machine & dryer. In the larger apartment complex, facilities are shared per floor, each floor accommodating up to five students. There are no internet facilities in the accommodation but you are welcome to use our IT room in your spare time. You can use the kitchenettes to prepare your meals.

Insurance

You must have full health insurance coverage for the entire duration of the program, including your stay at the European Hotel Academy. We advise you to take out a special insurance policy that is suited to the program and includes insurance for medical care, accidental injury, and liability. This will cost you € 66,00 a month. Of course you are welcome to compare prices and services with other insurance companies. Please enquire if you would like us to send you some information about our insurance package.



Part 5: Job or Internship placement

The placement process

Once we have arrived in Heppenheim and we get to know you, your profile will be sent out to partner hotels that might be interested in you. When a hotel shows interest in you, you will in most cases have to conduct a telephone or skype interview. If the interview is successful you will receive a contract. In case the interview is not successful you will conduct a further interview. Each student is entitled to receive one job offer in the destination and position of their choice. Sometimes we organize Recruiting Days for our partner hotels and the hotel managers or HR Managers will travel to Heppenheim in order to conduct personal interviews with our students.

Contract

Once you have successfully passed the interview process, you will receive a detailed job offer in writing which contains information about your job, the start and end date, working hours, holiday entitlement, wages and uniform requirements as well as accommodation details (if applicable). Some employers send a contract to the Academy, others prefer to wait until the new employee arrives at the workplace before handing over the contract.



Travel to and from the destination

The expenses of your arrival and departure to/from your destination are not included in the program fee, and must be paid by participants themselves. You should arrive 1 or 2 days before you start work.

Participants can decide whether they would like to start their job placements directly after the course, or whether they would prefer returning to their home countries for one or two weeks between the end of the course and the start date of their job. In any case, we ask that you do not book your flight to the job placement destination until the job placement is secured. Once the job placement is confirmed, and this is usually during the course at the Academy, you may book your flight to the destination country. For this you would need a credit card. Alternatively, you may book your flight through DFSR, our sister company (in-house). Please travel with light luggage. You need to keep circumstances such as baggage restrictions on most airlines, and using public transport to get from the airport to your placement hotel in mind when packing your suitcases. Transportation to the airport can be arranged, again at an extra cost. If you are doing Program 2: *Germany*, we recommend booking a train ticket and we are here to assist with any bookings.

Arrival

As soon as you have booked your flight we will make sure that your new employer knows all the details of your arrival. The majority of hotels find it most convenient if you take the train, bus and / or a cab from the airport to the hotel. Other hotels arrange special transfer or have their own hotel shuttles. Some hotels arrange for another staff member to pick you up from the airport. We work with a number of very large hotels, so it might occur that you don't find the right contact person immediately on your arrival. Don't worry if the people at the reception desk don't know who you are; sometimes the person responsible just isn't there, or is tied up with work. Just explain who you are and what you are there for, no-one's going to make you wait in the street. It's not very common that something like this happens, but you should be prepared in any case.



Health insurance

During the course at the Academy you will learn about the insurance systems in the different countries. Please make sure that you have comprehensive health insurance during the course in Heppenheim. We advise you to take out a special insurance policy that is suited to the program and includes insurance for medical care, accidental injury, and liability. This will cost you € 66 a month. We are happy to assist with this!

Flexibility

Since the hotel management or human resources manager has in most cases not met you personally, it might occur that after your arrival, or after your first week of working in your new job, you might be placed in a job other than the one you had been originally offered. This is exceptional but it has happened before. If the management decides to move you to a different department, this could be due to your personal skills and the manager's decision that a different task might be better suited to you. Also it is general practice in the hotel industry as in other industries that you may be temporarily placed in a different position due to shortage of staff in other departments. For example you may be officially employed as a receptionist, but the manager might ask you to temporarily help out in the restaurant or bar. Generally speaking, you should be flexible regarding the duties and tasks you will perform on the job. Sometimes there will be special events, like birthdays, weddings or large conferences. In these times, your employer might need your support in areas you might not be used to, like decorating rooms, cleaning windows, helping out in the kitchen, preparing meals, or working in F&B service.

Tasks, duties, and activities

There is a great range of duties. Your preference, in combination with our evaluation of your qualification, language skills, experience and personality will determine where you shall be placed within the hotel.

F&B and C&B and Bar

Working in food service is a great experience, especially if you're an outgoing person who loves dealing with people. Duties in the F&B (Food & Beverage) department include laying and clearing tables, taking menu orders, serving meals and drinks, and cleaning up once the restaurant or bar has closed. Duties



in the C&B (Conference & Banqueting) department are very similar, only you would be serving guests on a set menu, during events like birthdays, weddings, conferences and Christmas parties. Male C&B Assistants often help with the room setup as well. Both F&B and C&B jobs involve a lot of mis-en-place work, which includes preparatory duties like polishing glasses and cutlery, folding napkins etc.



Duties at the bar include serving drinks to guests. In higher class hotels there are additional tasks, like mixing cocktails and cigar and wine service.

Reception

If you want to work at the reception desk, you must have good knowledge of the country; its geography as well as its people and cultural heritage. This knowledge can be acquired during the course, but it's a good idea to do some research about your desired destination and especially the locality once you know where you will be working. Furthermore, you have to speak the language of your destination on a fluent level. Duties at the reception desk include welcoming guests upon their arrival, distribution of rooms, handing out keys or key cards, coordinating departures and taking and passing on messages, dealing with complaints and special requests, and invoicing. There are certain kinds of software used at hotel reception desks and it is a necessary requirement for most people working at reception to have at least a basic knowledge of these programs. A reservations software induction is part of the Academy's preparatory course.



Housekeeping

The hotels we work with offer diverse kinds of accommodation for their guests, from simple rooms with en-suite bathrooms or 1-3 room apartments with kitchen and bathroom through to high-class luxury suites. The rooms must be kept clean prior to the arrival of the guests, after they have left as well as during their stay. Duties here include making the beds, cleaning all guest room facilities and replenishing complimentary items, among other things. Upper-class hotels often have a turndown service, which involves a second housekeeping visit during evening hours.

Kitchen

Available positions in the kitchen include: Kitchen Assistant or Kitchen Porter, Commis Chef and Chef de Partie in various stations (i.e. Entremetier, Pâtissier, Gardemanger etc.).

Board and lodging

Accommodation varies by employers. Some hotels allow their employees free board and lodging, some have special employee accommodation in nearby apartments, for which a small amount of wages will be deducted. Some employers do not provide staff accommodation but they work closely with private landlords or letting agencies and can organize private housing for you. Other employers, especially those in larger cities, do not provide any form of housing, but it's quite easy to find suitable furnished accommodation in the area. In any case we are here to help you with any questions you might have regarding your accommodation, as well as your employer. Almost all of our partner hotels give their employees on duty free meals made in the hotel kitchens. In some other hotels, participants may have to pay for these meals, depending on how much they earn. Some hotels have cafeterias for their employees where meals are sold at discount prices. Staff accommodation is never luxurious, but certainly acceptable.



Most employers supply laundry facilities in the staff accommodation, but not all of them. Sometimes the staff can use the hotel laundry, either for free or for a small fee. In some hotels it is not possible to use the washing machines. Your employer will tell you how to get to the nearest launderette where you can wash your clothes.

During your employment abroad it is generally not appreciated for you to have visitors from home on days that you are meant to be working. If your accommodation is supplied to you by your employer you won't be allowed to have anyone else live there. Exceptions can be made for one or two nights,

but this is at your employer's discretion. If your friends or family do visit you nevertheless, you must ensure that you don't neglect your duties and if necessary, ask your employer for a day off. Ask your employer about friends & family discounts on hotel rooms and meals. Some of our partner hotels offer fantastic deals to their employees.

Appearance

Working in the hotel or restaurant industry means direct contact with guests. It is very important that the appearance of employees is accordant. A daily shower is indispensable, especially during summer. Deodorant is a must. Pierced body parts (with the exception of ear studs for female employees) or tattoos that can't be covered up by clothing are unacceptable. Female employees should wear subtle make-up and wear their hair tied back, for example in a plait, pony tail, chignon or bun. Male employees must have short hair and shave daily as they are allowed no facial hair and be willing to take off any earrings.

Uniform

Some employers will provide a full uniform, but most tend to only provide parts of the uniform, e.g. a waistcoat, tie or neck scarf and apron. So please always take with you one outfit that is suitable for your position (white blouse or shirt, black skirt or trousers and black shoes with flat heels, black socks or tan tights). Some hotels will provide you with only one uniform, which you will need to wash after each shift in order to have fresh clothing for the next day.

Working hours

You will work approx. 5 or 6 days a week which means you will have 1 or 2 days off. In the tourism industry it is general practice to work in different shifts, i.e. night shift, early or late shift. Split shifts are also quite common in the hotel industry. You will be working approx. 37-55 hours a week depending on job, season and duties. Working overtime, remunerated or not, is also common in the hotel and restaurant industry. Employers' overtime policies range from giving time off in lieu, to paying overtime at the hourly rate, or possibly even not paying for hours worked overtime.

Wages

Wages vary depending on the destination and also differ slightly from employer to employer. In any case, participants can expect to earn more than they spend on accommodation and travel. You won't get rich doing this program, but the expenses will be well-covered. One exception is Mauritius, where only unpaid internships are possible. You can find more information on wages in the destinations section (pages 16 - 20) of this manual.

Homesickness

Travelling abroad is exciting and everything is new. Meeting new colleagues and seeing unfamiliar surroundings can, especially at the beginning of your stay, make you a little homesick. Not everyone is like this, but it can happen. We are sure that after a couple of days you will find friends and get used to your new surroundings. As a matter of fact, after a short period of getting used to things, most of our participants wanted to prolong their stay.



Illness

You must call in sick at your workplace if you are unable to work due to illness. In some cases the employer might ask for a doctor's note. In some hotels you will get sick pay, in others this is not the case. Please ask your employer about this matter when you arrive at your destination.

Length of stay

The decision regarding how long you want to stay abroad should be made by the time you apply to the Academy. An early termination of your contract on your part is an annoyance to your employer and to us at the Academy. You are relied upon and your workforce is needed. Contrarily, an extension of your contract can always be worked out with your employer. We also offer a free second placement.

Termination of contract

Hotels have to keep their personnel in accordance with the number of rooms booked. That means if there is a downturn in business due to economical, political or seasonal reasons, your employer may terminate the contract ahead of time. Also the hotels reserve the right to give dismissals. In both cases dismissals are with notice, and we shall give you more information about this during your course at the Academy. In such a case the hotel will inform you and us at the same time. Also the hotel can dismiss you without notice in cases of severe misconduct, for example theft, repeated lateness or similar. Should your employment be terminated through no fault of your own, we will organise an alternative placement for you. This might require re-negotiation of the placement destination, duration of stay and position.

Dropping out of the programme

Your employer has decided in favour of you and is counting on you. Should you run into problems at the beginning, talk to your employer about them. We at the Academy are of course available for you to discuss any problems that should occur. Together with you and your employer, we will try to find a solution. If you are 100% certain that you don't want to stick with your new job, you should give a written notice to your employer and also pass one on to us at the Academy. Please do this two weeks in advance, so a replacement can be found in time. Your employer and your co-workers depend on you. So please consider very carefully if you really want to quit. In all jobs, work sometimes "bites" but that passes, and afterwards one might regret a decision made in haste.

If you do decide to terminate your contract, you will have to move out of the accommodation if it's been supplied to you by your employer so that your successor has a place to live. Problems that can seem unsolvable are quite often solved surprisingly quickly just by discussing them with us or your employer.

If you, on the other hand, continuously break rules or do not follow orders, the hotel can and will dismiss you, in severe cases without notice.

Part 6 A: Placement destinations & eligibility

In the table below, you will be able to find out which nationalities are eligible to work in our destination countries. By clicking on the relevant box, a link should take you directly to the visa application process. If there is no link in the box, this means that either no visa is required, or the visa application will be done by us or our partner organisation in the chosen destination.

Abbreviations explained:

WP = Work placement	IP = Internship placement
UK = United Kingdom of Great Britain	CI = the British Channel Islands
IRE = Ireland*	GER = Germany
CYP = Cyprus	CAN = Canada
MAU = Mauritius	USA = United States of America**
NZ = New Zealand	

EHA Destination Countries									
Nationalities									
Citizens of	WP in UK	WP in CI	WP in IRE	WP in GER	WP in CYP	WP in CAN	IP in Mau	IP in USA	IP in NZ
Austria	EU	EU	EU	EU	EU	limited	yes	yes	no
Belgium	EU	EU	EU	EU	EU	yes	yes	yes	yes
Bulgaria	no	limited	no	no	no	no	yes	yes	no
Cyprus	EU	EU	EU	EU	EU	no	yes	yes	no
Czech Rep.	EU	EU	EU	EU	EU	yes	yes	yes	no
Denmark	EU	EU	EU	EU	EU	yes	yes	yes	yes
Estonia	EU	EU	EU	EU	EU	TBD	yes	yes	no
Finland	EU	EU	EU	EU	EU	no	yes	yes	no
France	EU	EU	EU	EU	EU	yes	yes	yes	yes
Germany	EU	EU	EU		EU	yes	yes	yes	yes
Greece	EU	EU	EU	EU	EU	no	yes	yes	no
Hungary	EU	EU	EU	EU	EU	no	yes	yes	no
Iceland	EEA	EEA	EEA	EEA	EEA	no	yes	yes	no
Italy	EU	EU	EU	EU	EU	yes	yes	yes	no
Latvia	EU	EU	EU	EU	EU	TBD	yes	yes	no

* Due to the recession, Ireland is not exclusively available as a placement destination until further notice.

** USA placements only available to participants with a degree in hospitality, or a minimum of 5 years of continuous, full-time experience in the industry.

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Nationalities	<h1>EHA Destination Countries</h1>
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Citizens of	WP in UK	WP in CI	WP in IRE	WP in GER	WP in CYP	WP in CAN	IP in Mau	IP in USA	IP in NZ
Lithuania	EU	EU	EU	EU	EU	TBD	yes	yes	no
Luxembourg	EU	EU	EU	EU	EU	no	yes	yes	no
Malta	EU	EU	EU	EU	EU	no	yes	yes	no
Netherlands	EU	EU	EU	EU	EU	yes	yes	yes	no
Norway	EEA	EEA	EEA	EEA	EEA	TBD	yes	yes	yes
Poland	EU	EU	EU	EU	EU	TBD	yes	yes	no
Portugal	EU	EU	EU	EU	EU	no	yes	yes	no
Romania	no	limited	no	no	no	no	yes	yes	no
Slovakia	EU	EU	EU	EU	EU	yes	yes	yes	no
Slovenia	EU	EU	EU	EU	EU	TBD	yes	yes	no
Spain	EU	EU	EU	EU	EU	yes	yes	yes	no
Sweden	EEA	EEA	EEA	EEA	EEA	yes	yes	yes	yes
Switzerland	EEA status	EEA status	EEA status	EEA status	EEA status	limited	yes	yes	no

* Due to the recession, Ireland is not exclusively available as a placement destination until further notice.

** USA placements only available to participants with a degree in hospitality, or a minimum of 5 years of continuous, full-time experience in the industry.

Part 6 B: Information on placement destinations

Please note: Information on wages and deductions for tax and insurance is valid at the time of writing this manual (November 2011). Minimum wages, tax deductions and insurance contributions in all placement destinations are subject to change. If in doubt, please enquire with us or consult the internet!

United Kingdom of Great Britain

The largest part of the British Isles is under rule of The United Kingdom of Great Britain. The UK is made up of England, Scotland, Wales and Northern Ireland, the latter having a special political status. Most EHA partner hotels are in the South-East of England, closely followed by the South-West and West Midlands. Other regions include Yorkshire and the North-West, East Midlands, Wales and Scotland. We can try to accommodate regional preferences, but we cannot give a guarantee for any specific region or city.

Health insurance

All UK employees, regardless of their nationality, are employed on the NHS from their first day of work, so health insurance is covered.

However, for certain Working Holiday agreements (i.e. Tier 5 Youth Mobility Scheme), NHS services are limited. We advise you to take out a special insurance policy that is suited to the program and includes insurance for medical care, accidental injury, and liability. This will cost you € 66,00 a month, but it is optional.

Wages

The National Minimum Wage in the UK is £6.08 gross per hour for workers aged 21 and over. The minimum wage for workers aged 18 – 20 is £4.98. Most hotels use this figure as a starting rate, though some few hotels will pay £6.50 or even £7.50 per hour. If your employer provides accommodation, then a certain amount will be deducted for this. Wages vary depending on which hotel you work at. You will be given more detailed information on this subject when you receive a job offer.

Average gross pay per month: £1050.00

Average net pay per month before deductions for accommodation: £900.00

Best time to start the program

Any time of year!

Preferred duration of job placement

12 months

The British Channel Islands

The Channel Islands are a small group of beautiful craggy islands off the north-west coast of France, 90 miles south of England. They are comprised of Jersey and Guernsey and three smaller islands – Alderney, Sark and Herm. EHA partner hotels are located on the two larger islands. The official language on the Channel Islands is English. The main tourist season on the Channel Islands is from April to September, but most hotels are open year-round. Visitors to the Channel Islands are mostly from



Britain but also France and Germany. The Channel Islands have a very low crime rate and are therefore quite a safe place. An incident of purse-snatching would make the headlines of the local press. Class A drug trafficking or possession can lead to severe prison sentences. The official currency in the Channel Islands is British Pounds Sterling, although the Islands do have their own banknotes. Curiously, you can pay with mainland UK banknotes on the islands, but you cannot pay with island banknotes on mainland UK. The best connection from Germany to the Channel Islands goes via London Gatwick or Stansted. London Gatwick has direct flights to Jersey as well as Guernsey with the airlines *Fly Be* (www.flybe.com) or *Aurigny* (www.aurigny.com) The cheapest way to book flights is booking online, for which you will need a credit card. You can also go to Jersey or Guernsey on the ferry from the French coast.

Health insurance

The Channel Islands have a very elaborate national insurance system, which includes health insurance. During the first 26 weeks of your stay you will pay insurance contributions but you won't have a right to claim any benefits off social insurance. You will have health insurance but there is an additional payment due with every visit to a GP's practice of approximately £12.00 - £40.00, depending on the type of treatment. We advise you to take out a special insurance policy that is suited to the program and includes coverage for all medical bills, accidental injury, and liability. This will cost you € 66,00 per month, but is optional.

The British Channel Islands are not part of the European Union. For European citizens, this means that all social insurance contributions as well as health insurance contributions paid during their stay in Jersey or Guernsey will not be accredited in their home countries. Apparently it is possible (and strongly recommended by us) to keep paying social insurance contributions in your home country during your stay abroad, so that upon your return you will have a right to claim benefits and avoid gaps in your state pension contributions. Please enquire with your local employment agency or other authorities.

Wages

The minimum hourly wage in Guernsey is £ 6.13 for workers aged 20 and over and £ 4.36 for young workers aged 18-19. The minimum wage in Jersey is £6.32 (20 and over) and £4.74 (18 or 19-year-olds) per hour. A small amount will be deducted for the payment of your accommodation, which your employer will provide or organize. In some rare cases, employers will request that new employees find their own housing, but they will offer a free hotel room for the first few days. Further deductions will be made for taxes (approx. 15%) and national insurance (6%). Wages vary depending on which hotel you work at. You will be given more detailed information on this subject when you receive a job offer.

Average gross pay per month: £1060.00

Average net pay per month before deductions for accommodation: £950.00

Best time to start the program

Generally any time of year, but especially January - May

Preferred duration of job placement

10 - 12 months, 6-month stays may be possible at the start of the high season.

Cyprus

Cyprus is an insular state situated in the eastern Mediterranean south of Turkey, west of the Levant, north of Egypt, and east of Greece. Cyprus is the third largest Mediterranean island and one of the most popular tourist destinations, attracting over 2.4 million tourists per year. A former British colony, it gained independence from the United Kingdom in 1960 and became a Commonwealth republic in 1961. The Republic of Cyprus is a developed country and has been a member of the European Union since 1 May 2004. The official currency is the Euro.

The official languages on Cyprus are Greek and English. The main tourist season in Cyprus is from April to October, but some hotels are open year-round. Most partner hotels in Cyprus are located in the larger cities like Paphos, Limassol, Larnaca, and Protaras.

Health insurance

All employees on Cyprus are insured by the public health insurance through the unions as soon as they start their employment. We do recommend a private insurance though as conditions might not be what you are used to in your home country.

Wages

Wages in Cyprus are rather low compared to our other destination countries. The average gross wage in the hospitality industry is € 840.00. Depending on qualification and if you are offered accommodation and meals the net salary varies. The net wage for you will be around € 450.00 to € 650.00, depending on the employer and your experience in hospitality. Please remember that meals and accommodation, insurance and tax are already paid for and this is the final net salary.

Average gross pay per month: £840.00

Average net pay per month **after** deductions for accommodation & meals: £500.00

Best time to start the program

February – May. June and July start dates are also possible.

Preferred duration of job placement

10 - 12 months, 6-month stays may be possible at the start of the high season.

Ireland

Ireland is the third largest island in Europe. It lies to the north-west of continental Europe and is surrounded by hundreds of smaller islands and islets. To the east of Ireland, separated by the Irish Sea, is the island of Great Britain. Politically, the state Ireland (described as the Republic of Ireland in cases of ambiguity) covers five-sixths of the island, with Northern Ireland, part of the United Kingdom, covering the remainder in the north-east.

Health insurance

There is no public health insurance system in Ireland. Participants going to Ireland **must** have private health insurance for the entire duration of their stay. We advise you to take out a special insurance policy that is suited to the program and includes insurance for medical treatment, accidental injury, and liability. This will cost you € 66.00 per month.

Wages

The minimum wage in Ireland is €8.65 gross per hour. Most hotels use this figure as a starting rate, though some few hotels will pay €9.00 or €10.00 per hour. A small amount will be deducted for the payment of your accommodation, if it is provided by the employer. Further deductions will be made for taxes and national insurance. Wages vary depending on which hotel you work at. You will be given more detailed information on this subject when you receive a job offer.

Average gross pay per month: € 1550.00

Average net pay per month before deductions for accommodation: € 1400.00

Best time to start the program

January – August.

Please note: Placements in Ireland have become quite difficult since the start of the recession and therefore we cannot give a placement guarantee for Ireland. Applicants who wish to go to Ireland must provide a second preference destination country.

Preferred duration of job placement

10 - 12 months, 6-month stays may be possible starting in March / April.

Canada

Applicants interested in a work placement in Canada must find out if the Canadian Embassy in their country has an International Experience Canada (IEC) Program, formerly known as **Youth Mobility Program**. The European Hotel Academy co-operates with hotels in almost all regions of the country. Awe-inspiring landscapes, huge nature reserves or multi-cultural busy cities – Canada is an



exceptional country with much to offer, whatever your interest. For our European standards it is an unbelievably vast country – a visitor with only a few days time will have a hard time experiencing the entirety of its beauty. The eastern and western parts have very different sights to offer. Most of our partner hotels are located in Alberta. Average working hours in Canada is 40 hours over a period of 5 days per week. The hotels in Canada prefer to employ experienced hotel or restaurant professionals, although placements for newcomers to the trade can also be arranged as long as the candidate is eligible for a Working Holiday Visa or any Visa tied to the IEC Program (formerly Youth Mobility Program). For detailed information on these visas, please visit the website of the Canadian Embassy in your country.

Health Insurance

Canada has a public health system called Medicare. In most provinces, Medicare is financed by taxes. However in British Columbia and Alberta, deductions will be made from your wages for Medicare contributions, although taxes are lower in these two provinces. In return for the tax or Medicare contributions, Canadians receive



free medical treatment. This system has two drawbacks: First, only Canadian citizens and foreign workers with a permanent residence status (legal immigrants) are insured on Medicare. Temporary workers will have to take out their own private health insurance. However, some provinces allow Medicare treatments for certain groups of temporary workers without a permanent residence status. Secondly, the range of services you can get on Medicare is very limited. E.g. Doctor's consultations and treatments at the hospital are covered, but medication is not and must be paid for by yourself. The same applies to emergency treatment and dental care. Again, the Medicare services vary from province to province. Sometimes, Canadians have a special health insurance plan set up by their employer. This does mean that if you lose your job you also lose your right to claim benefits off the health care system. So regardless of whether you have the right to claim Medicare, it is advisable that you take out your own private travel insurance. We advise you to take out a special insurance policy that is suited to the EHA program and includes insurance for medical treatment, accidental injury, and liability. This will cost you € 66.00 per month.

Wages

Wages vary from employer to employer. There is a minimum wage but this in turn varies by province; between CAD 8.00 and CAD 10.25 per hour.

Average gross pay per month: CAD 1560.00

Average net pay per month before deductions for accommodation: CAD 1290.00

Best time to start the program

January – July. In theory and according to the staff requirements of our partner hotels, placements should be possible throughout the year. However, the IEC program issues only a certain number of visas per year. Once the quota is filled, no more visas will be issued. This usually happens in August – September, but we have known it to happen as early as May!

Preferred duration of job placement

12 months

Germany

Germany, officially the Federal Republic of Germany, is a country in Central Europe. Germany is a federal parliamentary republic of sixteen states. The capital and largest city is Berlin. It has a largely continental climate, with hot summers and cold winters. With 81.8 million inhabitants, it is the most populous EU-member state and the largest economy of the European Union. It is one of the major

political powers of the European continent and a producer of cutting-edge technology in many industries.

It has the world's fourth largest economy by nominal GDP . The country has developed a very high standard of living and a comprehensive system of social security. Germany has been the home of many influential scientists and inventors, and is known for its cultural and political history.

Elevation ranges from the mountains of the Alps in the south to the shores of the North Sea (Nordsee) in the north-west and the Baltic Sea (Ostsee) in the north-east.

Health insurance

Full-time employees are covered by the German health insurance system from the first day of work. There is no need to purchase additional health insurance. However, if you are placed in an internship position, you will not be covered by the state health insurance system. Therefore you must have your own private health insurance. We can recommend a package that is suitable for long-term stays abroad, for € 66.00 per month.

Wages

At the time of writing this manual, there is no minimum wage law in force in Germany. However, recently negotiations regarding the introduction of a minimum wage have begun. Currently, hotels in Germany pay € 5.00 - € 8.00 gross per hour plus tips. Some hotels will provide staff accommodation at a discounted rate; some will expect their employees to find their own housing. Some hotels will offer an unpaid internship but will provide full room and board as a form of remuneration.

Average gross pay per month: € 1400.00

Average net pay per month before deductions for accommodation: € 1020.00

Best time to start the program

Any time of year!

Preferred duration of job placement

10 - 12 months, 6-month stays may be possible starting in March / April.

USA, New Zealand, Mauritius

For these destinations, please refer to the individual destination information documents ***EHA Placement in USA.pdf***, ***EHA Placement in New Zealand.pdf*** and ***EHA Placement in Mauritius.pdf***.

Part 8: Program start dates

Program 1: *Worldwide*

January 9, 2012

March 5, 2012

May 7, 2012

July 2, 2012

September 3, 2012

November 5, 2012

Please note: The above start dates apply to the 4-week course. The 2-week course starts one week later and finishes one week earlier; the 3-week course can start one week later or finishes one week earlier. See *course duration* (below) for more details.

Arrival is on Sunday before the course starts. Departure on Friday after the course has finished.

Additional nights can be booked in our student accommodation for € 25.00 per night.

Course duration:

- 1) 4 weeks (weeks 1, 2, 3 and 4): Recommended to all students.
Hospitality degree: not required
English skill level: intermediate or above
- 2) 3 weeks (weeks 2, 3 and 4)
Hospitality degree: not required
English skill level: very good – fluent
- 3) 3 weeks (weeks 1, 2 and 3)
Hospitality degree: required
English skill level: intermediate or above
- 4) 2 weeks (weeks 2 and 3)
Hospitality degree: required
English skill level: very good – fluent

Program 2: *Germany*

February 6, 2012

April 2, 2012

June 4, 2012

August 6, 2012

October 1, 2012

Please note: The above start dates apply to the 8-week *Germany* course. The four-week *Germany* courses start 4 weeks later. See *course duration* (below) for more details.

Arrival is on Sunday before the course starts. Departure on Friday after the course has finished.

Course duration:

1. 8 weeks (weeks 1 – 8) Recommended to all students.
German skills: intermediate or above
2. 4 weeks (weeks 5 – 8)
German skills: good – fluent

Part 8: How to apply

To complete your application, please send the following documents to your local representative:

- ✓ Application form
- ✓ CV in English (for program 1: *Worldwide*) or German (for program 2: *Germany*); please refer to instructions on pages 23 – 26 of this manual.
- ✓ Written references from former employers, or character references from former teachers (employer references are always preferred)
- ✓ Application photographs; please refer to instructions on page 27 of this manual.
- ✓ A copy of your police record, no older than 3 months
- ✓ A copy of your passport
- ✓ Optional: Cover letter
- ✓ Optional: Copies of certificates, merits, or any other document that you feel may be beneficial to your employment

Once we have received your application, we will make arrangements for a skype or telephone interview with a member of the EHA team.

2-page CV template for Program 1: Worldwide

Please create your CV according to the template below, paying special attention to the text marked in red. Once finished, please format all text in black, and send the CV as a **Microsoft Word document** to your representative in an email attachment.

Please note: if you are applying for a placement in USA, please use the resume template in the USA information document ***EHA Placement in USA.pdf***

Curriculum Vitae

(your name)

Personal Data

Surname	name
First Name	name
Date of Birth	date
Marital Status	single
Nationality	Spanish

Personal Profile

Committed to a career in the hospitality business, my strengths are my creativity, my eagerness and my great interest in new work situations and tasks. I am a good team player but I can also work well on my own, whenever necessary. **(this is only an example, please create your own profile)**

Employment History

Example:

08/2008 – 07/2011	Meridian Hotel, Bensberg, Germany 3-year structured training scheme as a hotel professional Duties: training in housekeeping, F&B, reception and sales
03/2004 – 07/2008	Café Sol, Cologne, Germany part-time waitress during school, working evenings and weekends Duties: serving hot & cold beverages and snacks, laying and clearing tables, washing dishes

Education & Training

September 2011 (example)	European Hotel Academy, Heppenheim, Germany A 4-week, intensive, English-language, residential course on the hotel business in general, focusing especially on work in reception, including Fidelio, and in the restaurant, including silver service.
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Example

08/2008 – 07/2011	Technical College, Cologne-Deutz, Germany in conjunction with training at Meridian Hotel – see above
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Date (from .. to ..)

**Name of college, school, university
equivalent of GCSEs / A-levels**

Language Skills

Examples:

Spanish (native language)
English (fluent)
French (Intermediate)
German (good)

Computer Skills

Examples:

Micros Fidelio
Microsoft office
Photoshop

Other Skills

Examples:

First aid certificate;
International driving licence;
Volleyball coach for children aged 10 – 12
Participation in a seminar for French & Spanish wines in 2009
Participation in a charity marathon for cancer research in 2007, 2008 and 2009

References

Available upon request

2-page CV template for Program 2: Germany

Please create your CV according to the template below, paying special attention to the text marked in red. Once finished, please format all text in black, and send the CV as a **Microsoft Word document** to your representative in an email attachment.

Lebenslauf
(your name)



Persönliche Daten

Nachname	name
Vorname	name
Geburtsdatum	date
Familienstand	ledig
Staatsangehörigkeit	spanisch

Berufserfahrung

Example:

08/2008 – 07/2011	Meridian Hotel, Bensberg, Deutschland Ausbildung zur Hotelfachfrau mit Abschluss am 29.07.2011 Aufgaben: Etage, Service, Empfang und Verkauf
03/2004 – 07/2008	Café Sol, Köln, Deutschland Kellnerin in Teilzeit während der Schulzeit Aufgaben: heiße und kalte Getränke servieren, kleine Mahlzeiten servieren, Tische decken und abräumen, Spülküche

Studium / Ausbildung / Schule

September 2011 (example)	European Hotel Academy, Heppenheim, Deutschland 8-wöchiger Intensivsprachkurs mit Schwerpunkt Deutsch für die Hotellerie, Servicetraining und Rezeptionstraining mit Fidelio.
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Example:

08/2008 – 07/2011	Berufsfachschule Köln-Deutz, Deutschland schulischer Teil der Ausbildung zur Hotelfachfrau
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Date (from .. to ..)	Name of college, school, university equivalent of GCSEs / A-levels
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Sprachkenntnisse

Examples:

Spanisch (Muttersprache)
Deutsch (mittlere Kenntnisse)
Englisch (gut)
Französisch (Grundkenntnisse)

EDV

Examples:

Micros Fidelio
Microsoft office
Photoshop

Zusätzliches

Examples:

Erste Hilfe Zertifikat
Internationaler Führerschein
Volleyballtrainer für Kinder im Alter von 10 – 12 Jahren
Teilnahme an einem Seminar für französische und spanische Weine 2009
Teilnahme an einem Spendenmarathon für Krebsforschung 2007, 2008 und 2009

Referenzen

Auf Anfrage erhältlich

Requirements for application photos:

It is essential for our assessment of the candidate as well as for the placement process that we receive the following:

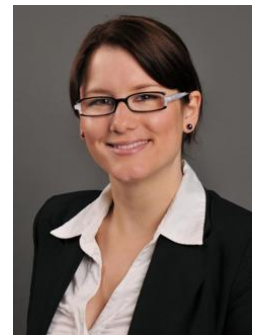
- 1 full body photo
- 1 portrait photo, showing head & shoulders

The portrait photos are especially important, because they are the ones we send to our partner hotels together with your profile. The profiles & photos are listed one after the other, and if there is one student who has a poor-quality photo among the other students who have good-quality photos, then that student is going to leave a less-than-excellent impression and will therefore spoil his or her chances considerably. Therefore the portrait photos should be done by a professional photographer, against a light background (light-blue or light-grey or similar). All photos need to be **in colour, of good quality, not blurred, grainy, too dark, or off-colour. Smiles are very important.**

The full-body photos are only for us to see how the applicants carry themselves (posture etc.) and if they make an overall good impression, so these do not need to be done by a professional photographer.

Female applicants:

- Hair tied back, NEATLY, no strands hanging down or in the face (except neat fringes or bangs). No dramatic hairstyles where hair is piled on top of the head.
- Subtle makeup
- White blouse or shirt with a collar.
- Subtle earrings or no earrings at all. The same applies to necklaces.
- No pierced noses, lips, eyebrows or any other type of piercing.
- You may wear a black jacket over your white shirt if you wish
- **A warm and friendly smile**



Male applicants:

- short, well-groomed hair
- white shirt with a collar
- preferably a tie
- no earrings
- no facial hair
- no pierced noses, lips, eyebrows or any other type of piercing.
- You may wear a black jacket over your white shirt if you wish
- **a warm and friendly smile**



By the way, chefs may of course wear their chef jacket!

Part 9: Terms & Conditions

Confirmation of Contract

After a successful interview (either in person, or via telephone or skype) the participant will receive a formal confirmation along with an invoice. The participation in the program and job placement guarantee is secured. The contract between the participant and the EHA comes into effect with the receipt of the confirmation.

Payment

Payment is due as follows:

14 days after receipt of the confirmation and invoice, a down payment of 15 % of the total amount is due.

14 days before the start date of the program, the total amount is due.

Should there be any outstanding amount due before the start date of the program, the participant shall be excluded from the program until the full amount has been paid.

Cancellation

The participant may withdraw from the program at any time without having to give reasons for doing so. The following cancellation fees apply:

- Up to 30 days before program start date: 15 %
- 29 – 15 days before program start date: 25 %
- 14 – 1 days before program start date: 50 %
- no-show on program start date: 100 %

Absence & Job placement guarantee:

In the event of absence due to sickness or other emergencies, the participant must notify the EHA Director in writing. Notification of absence of more than one day must be accompanied by a doctor's note. The job placement guarantee expires in the event of unexcused absence, or if the participant is unpunctual, fails to complete given tasks and exercises in a conscientious manner, fails to co-operate or follow instructions, shows up for class in an intoxicated state or acts aggressively or unsociably towards fellow participants, faculty or EHA employees.

Class size

The maximum number of participants for the language modules is 14. During the working-abroad modules, the maximum number of participants is 28. The average number of participants is 12 for the language modules and 20 for the working-abroad modules. Should the EHA not be able to fill a course with 6 or more participants, the EHA reserves the right to reduce the language modules or postpone the course date until more participants join in.

Insurance

Every participant is responsible for ensuring they have full health insurance coverage during the course and during the job placement. The EHA is responsible for giving detailed information about the insurance circumstances in our destination countries. The EHA cannot be made liable for problems that may arise from not having full health insurance for the duration of the program.

Travel

Every participant is responsible for booking their method of travel to the chosen destination country. The EHA can and will give advice on this matter.



Declaration

I, the undersigning person, have read and understood the EHA student manual and I accept the EHA Terms & Conditions.

Date

Print name

Signature

Please sign this page and return it to your local representative.