

# FAQ

## FREQUENTLY ASKED QUESTIONS



### **Q: What should I bring with me to be comfortable in an apartment?**

A: All apartments include:

- Laundry living/dining room, kitchen
- iron & ironing board
- washer & dryer
- trash can
- couch & love seat
- coffee table & lamp
- Color TV & TV Stand
- dining table w/ 4 chairs
- 4 forks, knives, spoons, tea spoons, dinner plates, coffee cups, cereal bowls, glasses
- 1 pot & pan
- toaster
- coffee maker
- bedroom with bed, one dresser
- night table & lamp
- pillows, sheet, blanket
- trash can
- bathroom with trash can
- shower curtain
- towels and wash clothes.



Items included only upon arrival for your comfort are shampoo & soap, toilet paper, eggs, bread, butter, ham, cheese, milk, water, soda, coffee and sugar.

You are welcome to bring anything additional for your individual comfort but please keep in mind that you will be sharing a bedroom with another person.

### **Q: Will I have access to the internet and a land line phone?**

A: You are responsible for providing your own internet connection. We will provide access to a land line phone we recommend you use phone cards for international calls as these calls are very expensive. **HINT:** Since you will have several roommates, it is best practice to only have a basic phone connection.

### **Q: Will I need a power adapter for appliances?**

A: In the US most appliances operate on 110 volts. We recommend bringing (or purchasing upon arrival) an adapter which will allow a 220 volt-appliance to utilize a 110 volt-outlet. **HINT:** Before purchasing an adapter, please make sure your appliance does not already have this capability.

### **Q: Do I have to pay a security deposit for the apartment?**

A: Upon signing the Housing Agreement a security deposit of \$400 will be collected. The security deposit is held to offset any damages to the apartment that may occur during your residence. When you leave and your apartment is clean and nothing is broken, you will be returned \$325 of the deposit. However, if you voluntarily leave the before your traineeship ends, you will not receive any part of your deposit back.

### **Q: What should I do when something is broken in the apartment?**

A: If you arrive and a piece of furniture or appliance is already broken, please inform Human Resources so they replace it as soon as possible. If you arrive and break any furniture or appliance, we will replace the item and the cost will be deducted from your security deposit. If there is something wrong with the apartment itself (i.e., the air conditioning or refrigerator does not work) or if there is an issue with the facilities surrounding the apartment, please go to the leasing office and address these concerns. Neither Club Leaders Group nor the private country club own the apartments and are prohibited from making repairs to the apartment itself. If you cannot resolve the issue on your own with the leasing office, please contact the Human Resources department for assistance.

### **Q: Am I allowed to have visitors stay with me?**

A: Please inform Human Resources as soon as possible and seek permission for any additional visitors who will be staying in the apartment. Please be sure to discuss this accommodation with your roommates to ensure they are comfortable with visitors staying over. You must respect everyone's privacy and comfort zone. Do not request your roommate to leave the room and sleep on a couch or somewhere else. Remember...you are SHARING a room.

### **Q: What should I do if I do not get along with my roommates?**

A: Part of the philosophy and standards of Club Leaders Group and of our private country club clients is that "We speak to each other, not about each other!" Please sit down with all of them and talk about the issue. Often the problem is due to lack of communication and by talking to each other, you may be able to resolve them. If you are not comfortable doing this by yourself, please contact Human Resources and they will conduct the meeting with you.

### **Q: When should I book my ticket to travel to the US?**

A: NEVER buy your ticket before you have received your visa. Once you've received your visa, you may then book your ticket. Even if the start date for training is near and you do not have your visa, it is still best to wait. It is expensive to purchase a ticket that you may have to change departure dates or even cancel. Once you have your visa and have made your flight arrangements, please contact Human Resources at the private country club or Club Leaders Group immediately so we can arrange transportation from the airport to your new home. Please do not book your tickets more than five (5) days before the start of your traineeship.

### **Q: When can I take a vacation/holiday?**

A: Vacations/holidays are permitted between May 15 and October 1. The private country club season begins in October and ends in May; therefore, we can only permit vacations during the off-season months.

### **Q: What steps should I take when I plan to go on vacation/holiday?**

A: Give your supervisor at least 4 weeks' notice so that they have time to create a schedule around everyone's vacation. You must complete a vacation request form that is available in Human Resources.

## **Q: What if I am going on vacation/holiday back to my country or out of the US?**

A: Give your supervisor at least 4 weeks' notice so they have time to create a schedule around everyone's vacation. You must complete a vacation request form and you should contact your visa agency to let them know that you plan to take vacation/holiday. The agency may require you to send them your DS-2019 to be signed for travel. If your DS-2019 is not signed for travel and you leave the US, immigration WILL NOT PERMIT entry. Always feel free to come to Human Resources for assistance.

## **Q: How long may I go on vacation?**

A: Please speak to your supervisor about this matter. If you leave the country to go on vacation and plan to return, please DO NOT STAY OUTSIDE OF THE US FOR MORE THAN 30 DAYS. This may cause problems with immigration.

## **Q: What type of health insurance will I have?**

A: The agency that you used are required to provide minimum health insurance as mandated by the State Department. Please check the package that you received from your agency to make sure that you have an insurance card and booklet. Contact them if you do not have one. HINT: Carry your insurance card with you at all times. Note: medical care in the US is very expensive. Medical in the US is NOT FREE. If you have medical coverage at home, you may want to keep that to supplement what the agencies offer. Dental coverage is very limited. Contact your visa agency for more information.

## **Q: What happens if I get hurt?**

A: In many states employers are required to carry Worker's Compensation Insurance. This type of insurance covers treatment for employees who are hurt while involved in normal activities of their jobs. When you are injured, you must report it to your supervisor or Human Resources, who will in turn notify our paramedics. Paramedics will file a report and Human Resources will get a claim number so that if you need to go to the hospital, you will not have to pay. Upon arrival, you will learn more about this during orientation.

## **Q: What should I do once my visa and driver's license expire but I would like to travel through the US before I leave the country?**

A: If your passport is valid, you may travel throughout the US but must leave the country after 30 days. In some cases, you MAY be able to rent a car with your international license. Contact your agency for more information or stop by Human Resources for more questions.

## **Q: May I travel when my training is complete?**

A: Depending on your visa type, you may have 30 days after the expiration date on your visa to travel throughout the US. After those 30 days, you must return to your country or you will be out of compliance with SEVIS and the Department of Homeland Security.

## **Q: What steps should I take when my traineeship is complete and I decide to go home?**

A: It is important to let the private country club or Club Leaders Group know as soon as possible when you are leaving. With the new laws in place dealing with trainee tracking (SEVIS), it is important that the agency you used knows that you are leaving. Before leaving the country, stop by the Human Resources Department to give us your DS-2019 as well as a dependable address. We then return the DS-2019 to your agency. Note: It is important that you leave a dependable address for us so that we can send your tax forms to you the following year.

## **Q: What clothes/shoes should I bring with me?**

A: Most private country clubs will provide some uniforms. If the pants are too long you will be responsible for hemming them.

## **Q: How can I obtain a cell phone?**

A: There are different cell phone companies that offer cell phone service. You will have to wait until you receive your social security card before you can obtain cell phone service. You may also purchase "pre-paid" cell phones where you can buy the phone with a defined amount of minutes that you must renew after you have used them all. For more information, you can visit the following websites:

- [www.att.com](http://www.att.com)
- [www.verizonwireless.com](http://www.verizonwireless.com)
- [www.t-mobile.com](http://www.t-mobile.com)
- [www.metropcs.com](http://www.metropcs.com)
- [www.t-mobile.com](http://www.t-mobile.com)

## **Q: When do I get a social security card?**

A: Within two (2) weeks of your arrival in the US, Human Resources will organize a trip to the Social Security Office, to allow you to apply for a social security card. Please make sure you bring a completed Social Security application, a copy of your offer letter, and your complete passport including your DS-2019 and I-94. Once you receive the social security card, please be sure that Human Resources receives a copy. The social security number will be required for you to file your taxes.

**Q: How do I obtain a bank account?**

A: There are several local banks from which you may choose. Human Resources will include this information during your orientation.

**Q: Will I be rotated to other departments?**

A: During the peak of season there may not be much rotation. However, during summer, the opportunity may arise to experience training in another department. You may also have the opportunity to train in private country clubs in New York, Chicago, Boston etc.

*PLEASE FEEL FREE TO CONTACT HUMAN RESOURCES WITH ANY QUESTIONS THAT YOU MAY HAVE. IT IS OUR PLEASURE TO ASSIST YOU!*