



CHI WORK AND TRAVEL



255 West End Avenue
San Rafael, CA 94901 USA



1-800-432-4643 x2
1-415-459-5397 x2



chiwt@chinet.org



wt.chinet.org

Job Description

EMPLOYER INFORMATION

Employer Name: Ghirardelli Chocolate Company, San Francisco

DBA: Ghirardelli Chocolate Company, San Francisco

Type of Business: Bakery/Cafe/Ice Cream

Job location: 900 N POINT ST STE A1

Location type: Metropolitan area

City: San Francisco

State: CA

Zip: 94109

Website: www.Ghirardelli.com

Why choose us?

Ghirardelli is an awesome employer and San Francisco is so much fun! You will have an opportunity to meet people from all over the U.S. and the world. You may even have the opportunity to work at Oracle Park, home of 2012 and 2014 World Series Champion San Francisco Giants! This is truly a unique and multi-cultural experience that you will never forget.

Cultural exchange activities

You are within walking distance of the famous San Francisco Wharf area, Pier 39 and the Embarcadero. There is no shortage of fun things to do! Your work is near famed Fort Mason. There are great events and awesome food trucks that are available every Friday during the summer months. From the wine country in the North bay to Stanford University on the Peninsula to Berkeley University in the East bay there are limitless things to see and do in the San Francisco Bay area!

Position

Job title: Ghirardelli Square - Chocolatier, May 5, May 19, May 26, June 9, June 16 or June 23

Job prerequisites: Advanced English. MUST like working with the public. Customer Service is our top priority!

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MUST be friendly, approachable, smiling have a great attitude and excellent customer service skills. Must be able and willing to perform ALL duties, including standing 8 hours, scooping ice cream, preparing food and drinks, greeting, cashier, cleaning, sorting garbage products into proper containers including compost (wet trash items), recyclables, and trash; taking out trash several times daily, mopping floor, bussing tables, pre-packing chocolate, stocking merchandise, lifting heavy cases 10-30 lbs (4-13 kg) and unloading trucks. CHOCOLATIER-STOCKER: Pre-packing chocolate, stocking merchandise, cleaning projects, lifting heavy cases (fem: 10-35lbs/4-15kg, males: 50-75lbs/22-34kg) and unloading trucks 3 times a week; wear Sundae Suit. RETAIL SALES/GREETER: Great communication/customer service skills and a strong knowledge of chocolate merchandise. FOUNTAIN/BUSSERS: Preparing ice cream sundaes, coffee drinks, cleaning projects, taking out trash, mopping floor, bussing tables. CASHIERS: Great customer service skills; American currency. Employer will assign duties as needed. Must have a strong knowledge of chocolate merchandise and knowledge & handling of US Currency. May be asked to wear the "Sundae Suit". Must pass a drug test.

This is a very physical and fast-paced job; must be a hard worker with a great personality. All students will be scheduled 4-5 days a week; with a 6-8 hour shift, which includes a half hour unpaid lunch break. Second jobs are extremely difficult to obtain; so only select this job if you can sustain yourself only working for Ghirardelli. Housing in San Francisco is very expensive. Expect to pay \$700-\$1000 per month per student. You must arrange your own housing. Must share a local phone number with the employer to reach you when there is an open shift needing to be filled.

San Francisco is one of the leading cities in the U.S. focusing on sustainability and recycling. As a result, businesses in San Francisco are required to sort out recycleable and compostable items from their trash. Please be aware that you will be required to assist in this effort.

English level required: Advanced

Hourly wage (before taxes): 16.07

Wage comments:

Position ID: 17017

Position Information

Tips: No

Bonus: No

Bonus comments:

Estimated hours per day: 6-8

Number of days per week: 4-5

Overtime: No

Overtime details:

Earliest start date: 5/5/2022

Latest start date: 6/23/2022

Earliest end date: 8/25/2022

Latest end date: 9/30/2022

Is the employer willing to hire couples? Yes

Is the employer willing to hire group of friends? Yes



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Job Description

Meals? Yes

Meals details: 1 free ice cream product per shift; plus unlimited beverages while at work.

Is a drug test required? Yes

Drug test comments: Upon arrival in SF, contact your employer so they can help you with the drug test. Results may take 2 to 5 days to obtain.

Is employer interview required? No

Employer interview details:

Do students complete an additional application upon arrival? Yes

Possibility to find a second job in the area Yes

Second jobs require you to contact CHI at chiwt@chinet.org or 1-800-432-4643 to receive the required form. The new potential employer will need to complete it. Both you and the employer will need to sign and return it to CHI for approval. You can work with a new secondary employer ONLY AFTER you have received written authorization from CHI.

Additional comments regarding second job: You MUST get approval for a 2nd job from your employer. You must also inform your CHI Program Coordinator. If you don't, your program could be terminated. Please talk to your CHI Program Coordinator for more information about obtaining second jobs.

When will work begin? Within a week - must obtain drug test results first.

Arrival Instructions: You will need to arrive BEFORE your orientation date, so you can arrange housing and attend orientation (on time!) If you miss the orientation, you will not be scheduled to work until the following week. YOU MUST arrive at orientation in your complete uniform; including correct shoes, in order to be put on the schedule to work that weekend. See attachment for pictures. Contact Ghirardelli after you have checked into your housing to inform the manager you have arrived and will be at orientation. They will take you to your drug test. The drug test can take up to a week for results and you can't be scheduled to work until they receive the results so do not delay getting the drug test.

Is training required? Yes

Conditions of training: Paid hourly training

Is there possibility to change positions? Yes

Uniform required? Yes

Does employer provide uniform? Yes

Cost of uniform: \$0

Is uniform refundable? No

Uniform provided details: Employer supplies an apron, hat, name tag and bow tie.

Do students need to purchase specific clothes or footwear? Yes

If so, details for clothing: Student must bring a few button-down short or long sleeved white shirts (bussers and fountain employees can only wear short sleeves) black loose-fitting long pants past the ankle (no jeans), a black belt for your pants, black non-skid closed toed shoes (like tennis shoes) - NO high heels. Dress needs to be very conservative. PLEASE REFER TO ATTACHED PICTURES SO YOU HAVE THE APPROPRIATE SHIRT, SHOES & SLACKS; IF YOU DO NOT, YOU WILL NOT BE ABLE TO WORK UNTIL YOU DO.

Grooming: Ear piercing only & no more than 1 piercing per ear and no bigger than a dime. No visible tattoos. Dress needs to be very conservative. Must have a clean uniform every shift and be freshly showered - using deodorant every day.

Important points of job: Will be cross-trained to work in all departments at the shop. Important you honor your agreement by staying until your scheduled end date. The employer is counting on your



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commitment to them and the job.

Additional position information:

Housing Information

Housing name: SF Housing Option -The Adelaide Hostel

Housing address:

City:

Phone:

Fax:

Contact:

Email:

Website: www.adelaidehostel.com/en-us

Housing assisted by: Must Arrange Own

Is student required to sign a separate housing contract? No

If so, contract details:

Type of housing: Dormitory

Number of people to a room: Varies

Bedrooms: Varies

Bath: Varies

Cost Type: Day

Cost Amount: \$50.00

Cost Details: Must check website for current rates.

Is housing cost deducted from paycheck? No

Is housing deposit required? No

Deposit amount:

Housing deposit due date:

Instructions for deposit payment:

Is housing deposit refundable? No

Conditions for deposit refund:

Utilities included: Yes

If so, utilities details: Electricity, water, garbage and possibly wifi

Utilities estimated cost per month:

Is the housing mandatory? No

Can students find alternative housing during their stay? Yes

Method of transportation from housing to work site: Public

Transportation details: Participants can walk, take the bus, ride a bike, etc to get around.

Additional housing features: This is a hostel with shared dorm rooms or private rooms available. Shared bathrooms. Has kitchen and laundry room available.

Comments: There are more housing options for you. Please contact your CHI Program Coordinator about more housing options.



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Location Area Information

Location type: Metropolitan area

Location of work site best described as: Famous chocolate company in the famous Ghirardelli Square in San Francisco.

Location details: San Francisco has been a well-known tourist destination for decades. The city is abundant with restaurants, tours, museums, shops, and historical attractions. There are an endless array of activities to choose from such as a tour of the legendary penitentiary of Alcatraz, sample Dungeness crab in a local bistro, drive through a gargantuan Redwood tree, or ride the cable cars for a panoramic view of the city. San Francisco can be cool and foggy during the summer. Wear layers. Population: 825,863

Average daily temperature: Summer: High 70F (21C); Low 58F (14C)

Community or regional website: www.sanfrancisco.travel

Nearest cities: N/A

Distance to nearest cities: N/A

What to wear: Summer: Layered clothing and a jacket for mornings and evenings.

Available public transportation: BART, bus, trolley, Uber

Public transportation access: Throughout the city

Accessible amenities (by walking or public transportation)

Food market: Yes

Shopping mall: Yes

Post office: Yes

Movie theater: Yes

Restaurants: Yes

Fitness center: Yes

Laundry: Yes

Internet café: Yes

Public library: Yes



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Suggested Travel Information

- Nearest international airport:** San Francisco International Airport (SFO)
- Nearest airport:** San Francisco International Airport (SFO)
- Transportation from airport to employer and / or housing:** BART, Uber or taxi
- Nearest bus station (to the airport):** At the airport
- Bus information (web site):** www.bart.gov; www.511.org
- Nearest train information (to the airport):** BART
- Train information (web site):** www.bart.gov
- If participant arrives after hours suggested, overnight accomodation:** www.hostels.com; www.travelocity.com
- Cost per night:** Varies
- Transportation to overnight accomodation:** Bart, Uber or taxi
- Transportations cost:** Varies
- Travel Instructions:** Arrive in to San Francisco International Airport: take a taxi, shuttle, Uber, bus or BART to your housing from the airport, do not stop by Ghirardelli with your luggage!

Social Security Information

- Does the company require students to have Social Security number before arriving to the work place?** No
- Does the company provide Social Security application assistance?** No
- If so, details:** It is important you call the local SSA office within your first few days so you can get your appointment scheduled.
- Where is the closest Social Security office?** 560 Kearny St, San Francisco, CA 94108 Phone: (877) 319-3070
- How far is the Social Security office from the work place?** 2 miles (3.2K)
- Specific instructions:** Upon arrival in America, please validate your student profile in our database. Then, the next day, call Social Security Administration (SSA) to schedule your ss card appointment. Their offices are not open to drop in; only for those with appointments. If the SSA office says they will call you back and you don't hear from them, call them again (and again if necessary). Don't wait a week or more to talk to them.
By the end of your first two weeks, you should have your appointment scheduled On your application form, please list your employer's mailing address to ensure your card arrives in a timely manner. Don't forget to get a receipt as proof that you applied for your ss card.



CULTURAL HOMESTAY INTERNATIONAL

Welcome Letter

WORK & TRAVEL

Dear Student,

Hello and Welcome! We are so happy that you will be visiting our country. Work & Travel can be exciting, fun, adventurous, but also overwhelming at times, especially in the beginning, but we believe you will find your experience rewarding and unforgettable. CHI is here to help! Please read carefully through this Welcome Letter.

My name is Mary Wolfe. I am the Regional Manager for the Western Region for Cultural Homestay International (CHI). My team and I will be happy to answer any questions you might have and we will also be available throughout your stay to assist with any problems that may occur. We have a CHI Program Coordinator that will be working with you during your program. You should be hearing from that person shortly via email. Please remember to check your email daily for important communications.

To have a successful program, you must stay in contact with your CHI representative.

Have the best summer of your life!

Regards,

Mary

Mary Wolfe
Regional Manager
email: chimaryw@chinet.org
phone: 1.530.715.0195
WhatsApp: 1.530.636.3760



CULTURAL HOMESTAY INTERNATIONAL

Program Information

WORK & TRAVEL

Please read the CHI Student Handbook, which you should have received at orientation or from your student agency. You are responsible for following all rules in this handbook. The rules are in place for your health, safety, and welfare. Failure to follow the rules may result in a participant's negative program status.

Be Prepared

- Make photocopies of important documents and leave a copy with loved ones.
- Back up your digital photos, in case your phone is stolen or broken.
- Leave things you could not bear to lose at home.
- Bring your welcome letter, your important documents, two extra sets of clothes and your necessary medicine in your carry-on luggage. Checked luggage is often lost. The airline will deliver your bag to your US housing or employer once found, but it could take 3 or 4 days.
- *If your luggage is lost, send it to your employer's address to ensure delivery.
- You are required to bring at least \$1000 with you from your country. We recommend you bring \$1200. In the first few weeks of Work & Travel, you will need these funds to establish yourself in a new country. You will need to pay your housing deposit, pay your rent, buy a sim card, purchase pillows, sheets, and blankets, food, uniforms, a bicycle, or have transportation money. It takes a few weeks to start working, be trained, become integrated into the schedule, and get your first paycheck. You don't want to run out of money before your first paycheck arrives. Be prepared, you are moving to another country.

Communicate Your Arrival Information



- Check your email frequently for important information. Respond to it.
- Plan your flight accordingly: if your final destination is far away from your arrival airport, please check that your flight allows you to make any connecting transportation needed to get to your destination. If not, please make a reservation at a local hostel or motel and plan to continue your travels the next day.
- Do not arrive late at night! You may not be able to get into your housing after 20:00.
- You must contact your CHI representative, to let them know when you will be arriving.
- You must log onto www.wt.chinet.org to enter your flight information, as soon as you book your ticket.
- Join CHI Facebook pages and WhatsApp group and become friends with your Program Coordinator.

Be Safe

- Exercise adequate discretion, stay aware of your belongings, and avoid putting yourself into risky situations (such as unlit, deserted areas at night).
- Open a bank account, on the first day you check into your US housing, to keep the recommended \$1200 you brought from your country safe and secure. You will need this money. Never keep large amounts of money in your student housing no matter how much you trust your roommates.
- Once in the United States, never carry large amounts of money. You will have a debit card from the bank, if lost, this can always be cancelled. Do not give your PIN (personal identification number) to anyone. If you lose your cash, it can not be replaced.
- Do not carry your important documents or valuables to work. Keep your documents, including passport, safely hidden in your room. Never give your passport or documents to anyone (such as a landlord or employer) to keep. It is illegal for anyone to take your passport or documents from you for any reason.
- Bring an ID from your country to carry with you that can easily be replaced (University ID, residency card, drivers license). Passports are difficult & expensive to replace, and losing your passport can ruin your travel period plans.
- Establish a “do not lose it” discipline. Travelers are more likely to inadvertently lose their bags than to have them stolen. I have heard of students leaving passports under pillows, bags on the overhead rack on the bus, & documents in the taxi. Always take a look behind you as you leave.
- When you are out and about, never casually or carelessly set down any small valuable item, such as a phone or wallet. Either hold it in your hand or keep it tucked away. At cafés, do not place your phone on the tabletop or purse on the back of the chair where it will be easy to snatch — keep phones and valuables in your front pocket. Make it a habit to be careful with your things; it will become second nature.
- Stay vigilant in crowds and steer clear of disturbances near you.
- Participants should use common sense, stay with a partner or friend, especially at night. It is recommended participants let a friend know where they are.
- Bicycle riders with helmets had an 85 percent reduction in their risk of head injury and an 88 percent reduction in their risk of brain injury. If you ride a bicycle in the US, wear a helmet.

Student Account Profile | www.wt.chinet.org

- Validation is the second thing you need to do upon arrival in your new city, after calling your parents to report you have arrived safely.
- Log into your CHI Work & Travel profile page and complete your validation the same day you land in the USA. Many airports offer free wifi.
- If you are staying in a hotel the first days of your program, you should validate using the hotel information and update your information once you move to more permanent housing.
- If you have no access to the web, please call CHI at 1-800-432-4643. There are SERIOUS consequences if you do not validate your visa, beginning with a cancellation of your visa, so do it as soon as possible!
- Validation must be officially finalized by CHI before going to Social Security.
- Participants who do not validate or do not wait for the notification from CHI that their validation information has been approved, prior to going to Social Security, will delay their Social Security card for 60 days. Do not make this costly mistake.

Arriving at a United States Airport

The following documents you **MUST** have in your possession and present to the U.S. immigration officials upon arrival in the U.S.:

- Valid passport
- DS-2019 Form, the original copy signed with blue ink. Do not accidentally give your loved ones the original copy for safekeeping.
- I-901 SEVIS fee receipt
- J-1 Visa
- Job Offer
- Sponsor Letter
- Vaccination card

Arrival Tips:

- The immigration officer will review all documents, validate, and place a stamp on your DS-2019 form and your passport. The officer will then return all validated documents to you, including the DS-2019 form.
- Use your “do not lose it” discipline, remember to collect all documents from the immigration officer. This is a place students often misplace documents. Students are nervous, excited and fail to check they have received everything back before leaving the area.
- Wait to check-in on social media or take a selfie until you check you have all your documents.
- You should have no problem entering the U.S. as long as you have all the proper documentation, cooperate and communicate respectfully with the U.S. immigration officers at the airport.

Traveling to your Final Destination

- Before you leave your home country map out your trip. This is a great website to use: www.rome2rio.com. Your CHI representative will send you exact instructions in a letter prior to your arrival. Check your email daily, it is very important.
- When estimating your arrival time please add extra time for waiting for baggage, eating, or missing a bus or train connection.
- Be sure to have a small amount of American currency for regional travel before leaving the airport. Do NOT accept rides from strangers at the airport!
- Plan accordingly, if arriving late at night, please stay in a hotel or hostel and travel in the morning. (You will not be able to get into your housing if arriving late at night.)



Arriving at your Final Destination | What do I need to do now?

- Contact your employer, let them know you have arrived safely. They will provide you with your orientation/start date.
- 24 hours after entering the United States you will be required to retrieve a document on the internet called an I-94.
- Contact your CHI representative and let them know you arrived safely at your housing.
- Once you validate, the next day call the Social Security Administration and get an appointment to apply for your ss card.

I - 94

The I-94 Form is the Arrival / Departure Record that is issued by the immigration officer at the airport to all foreign visitors entering the United States. All I-94 records are created electronically and accessible online 24 hours after arrival.

Retrieval Tips:

- Wait 24 hours following your arrival in the US before you attempt to retrieve your I-94 number.
- Ensure that the computer you are using is connected to a printer (local library).
- Go to the <https://i94.cbp.dhs.gov>
- Enter the required information in all CAPITAL letters. Please make sure you enter your name exactly as it appears in your passport
- Click Submit
- You must print this document, it is a required document at Social Security

Applying for a Social Security Number

You must apply for your SS card at the local Social Security Office. You have to call SSA and schedule your appointment. Their offices are not open to drop in. If they do not call you back, call them again (and again if necessary). By the end of your first two weeks, you should have your appointment scheduled. It is your responsibility to get an appointment to apply for your card.

Required Documents:

- Valid passport
- DS-2019 Form, the original copy signed with blue ink. Do not accidentally give your loved ones the original copy for safekeeping.
- I-901 SEVIS fee receipt
- J-1 Visa
- I - 94 Form, printed from the internet at your local community library or employer.

Second Jobs

- CHI does not provide second jobs.
- Second jobs are possible. However, your responsibility is to your primary employer. It is the primary employers participation in the Work & Travel program that has afforded you the opportunity to come to the United States.
- A second job may not conflict with your primary CHI position in anyway.
- If you are considering looking for a second job, please be reminded the employer must be approved by CHI for your safety.
- Failure to have any second job approved may result in a participant's negative program status.
- Your CHI representative will send you exact instructions in a letter prior to your arrival. Check your email daily, it is very important.

Health Insurance

It is required that all participants of Work & Travel obtain health insurance.

- Your health insurance provider will email your instructions to obtain your insurance card.
- Do not leave your home country without accessing the health insurance website and printing your card.
- In the United States, doctors and hospitals are in different buildings. Doctors generally have offices away from the hospital or work at an urgent care facility or clinic.
- For a basic illness, you will go to a doctor's office, urgent care facility, or clinic, pay \$100 and your insurance should cover any costs incurred after \$100.
- For a serious emergency, you should go to the hospital or emergency center, pay \$250 and your insurance should cover any costs incurred after \$250.
- There is no dental or vision coverage. Please visit your primary care doctor and dentist in your home country before traveling to the United States.
- Please contact your CHI representative to report any illness or emergency you may have, so they can provide assistance.

Know the Law

- In the United States, you must be at least 21 years of age to purchase, possess or consume alcoholic beverages. Underage drinking is illegal and can have severe consequences for young people who drink and for adults who provide alcoholic beverages to those under 21.

Be Safe. Follow the rules. Have fun.



Ghirardelli North Point Job Details

- Everyone needs to arrive in time for the Thursday orientation in full "correct" uniform, including shoes. Anyone that does not arrive at the orientation for their assigned week will not be put on the schedule until the following week. You will also need to make certain that you are in correct shoes and uniform to be on the schedule. Once you arrive in San Francisco, contact GCM and tell them you have arrived and they will inform you about taking your drug test.
- Everyone needs to have a cell phone so the employer can reach you, should they need you to work. You will need to provide the number to GCM by the 2nd week of work.
- There is a 28 hour per week maximum guarantee; each student will be scheduled four days a week; 7 to 8 hour work shifts with a ½ hour unpaid lunch break. Due to the Labor Union, Ghirardelli can not provide additional hours to seasonal employees.
- You may not be given a permanent schedule, but must work all weekends and evenings for Ghirardelli. You will also be expected to work on any holidays.
- You CANNOT request same days off with friend(s). You also CANNOT request the same schedule as your friend(s).
- You must be prepared to sustain yourself completely for up to a month; depending on when you arrive you may not receive a paycheck for 3 to 4 weeks. You can not ask to borrow money from the employer or fellow workers.
- Students must arrange their own housing. Housing is very expensive in San Francisco; it can range from \$600-\$1,000 a month per student; not including their housing deposit, transportation to and from work, food and possible utility costs. We want all the students to have clear expectations regarding working and living in San Francisco before applying for these positions; we only want well informed, prepared individuals; this will ensure your success.
- Any second jobs need prior approval from CHI and your Ghirardelli manager before accepting, and it cannot be for weekends or evenings, unless it is your scheduled day off.
- Do not bring any valuables or purchased items into GCM. They do not have storage for your personal items and if they are stolen GCM WILL NOT be replaced (GCM holds no personal responsibility for your lost or stolen item).
- Students must be able and willing to perform all duties including, but not limited to: bussing tables, unloading the truck 3 times a week, greeting and wearing the "Sundae Suit". Ghirardelli needs workers with great attitudes; that like to work as a team. You are also committing to staying until your scheduled end date as per your Job Offer.
- Students must work all holidays including Independence Day and Labor Day weekend (Friday through Monday) and all special events
- By accepting this job, you are stating that you can perform all tasks without any physical limitations or prior injuries and that you are willing and able to perform any duties as assigned by your employer.

Student Signature

Date

Uniform Pictures



Sundae Suit



Busser and Fountain positions must wear short sleeve, other positions may choose.



160th Anniversary Uniform

White Shirt
(short or long sleeves)

Ghirardelli Blue Apron

Black Pants

Black Shoes



Ghirardelli Cloth Fountain Hat
(Fountain & Bus only)



Ghirardelli Blue & Gold Bowtie

