



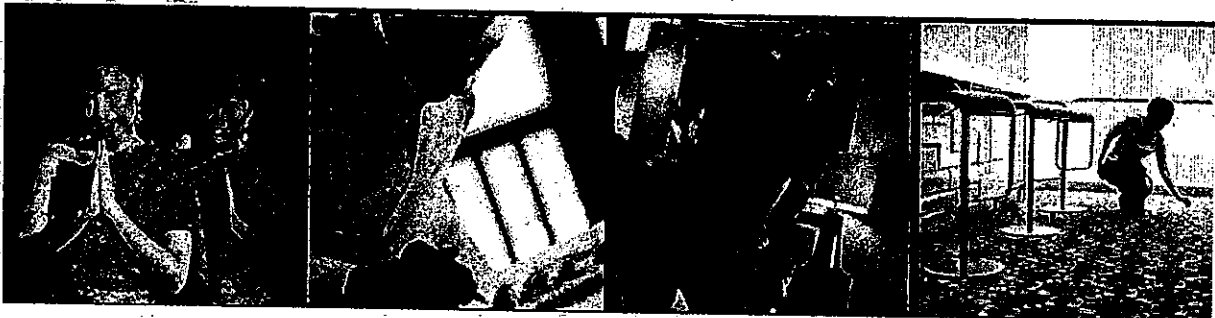
**Dusit**

BEACH RESORT  
GUAM

**Dusit Thani**

GUAM · RESORT

**2022 Internship /  
Trainee Program**



## Our Owners

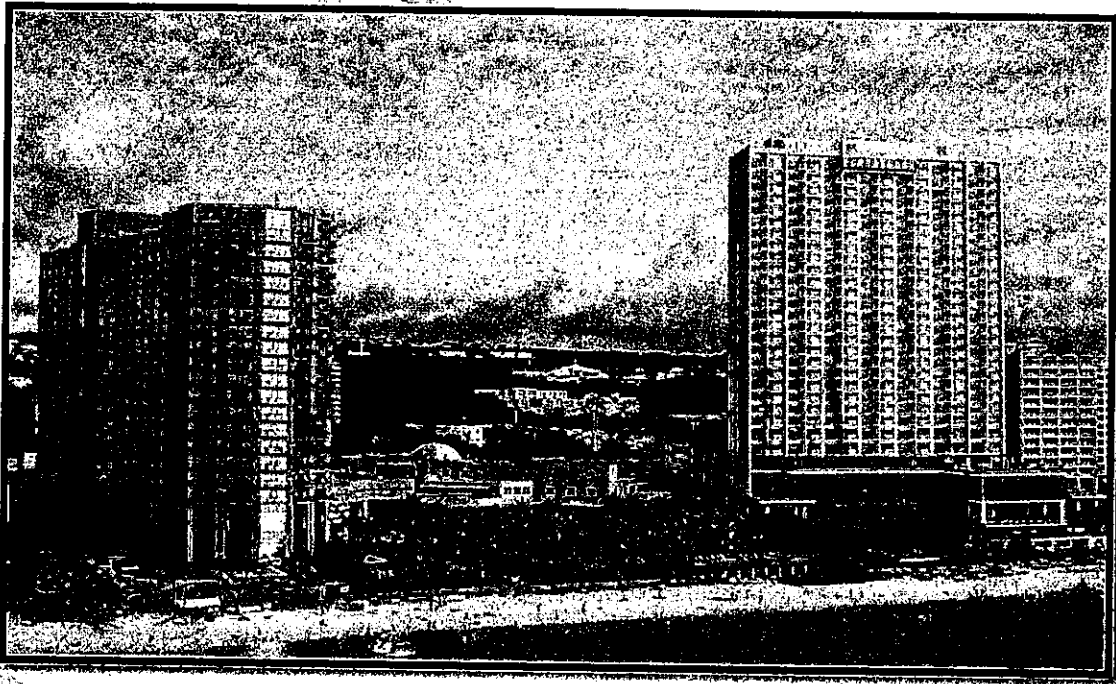
### Signing Ceremony between Tanota Partners and Dusit International



*From left are: Jude Baker, Donna Baker and Michael Z. Ysrael of Tanota Partners, Chanin Donavanik, Vice Chairman and Chairman of the Executive Committee, Giovanni Angelini, former vice chairman of Dusit International, and David Shackleton, former COO of Dusit International.*

Dusit Guam Hotels and The Plaza are part of the Tanota family of companies.

Tanota Partners was founded by former Senator Alfred C. Ysrael and his wife, Diana Z. Ysrael. The company is currently run by their son, Michael Z. Ysrael and daughter, Donna Baker.



The late Alfred C. Ysrael, the former chairman and president of Tanota Partners, spent the last 50 years growing and diversifying his business interests on the island, creating thousands of jobs for Guam's workforce and strengthening the island's economy. He arrived on Guam in 1952 as a guest worker with a 3-year contract to serve as an accountant for a military bowling alley. He purchased six surplus bowling lanes and opened the Anigua Bowling Alley. After becoming a U.S. citizen and serving in the U.S. Army, Alfred and Diana returned to their business interests while raising their 5 children: Michael, Elizabeth, Mariana, Catherine, and Donna.



In the late 1960's Mr. Ysrael opened the Fujita Hotel, catering to the Japanese tourists who arrived too late in the evening to secure hotel rooms. Mr. Ysrael also invested in bringing the Hilton International to Guam and remained a shareholder in the Hilton Guam Resort & Spa for many years.. In 1987, he built the SunRoute, Ohana Hotel, the Regency Ohana, the Plaza Center and other retail establishments. In 1999, Tanota Partners oversaw the construction operation of the Outrigger Guam Resort. In addition to building and operating multiple hotels, the company also developed numerous apartment buildings.

The Ysrael family are well known for their long-standing and generous contributions to the community including their investments in the island's youth through swimming, soccer, and Tae Kwon Do teams on Guam. Additionally, they have provided significant support to athletes representing Guam in the South Pacific Games, the Guam National Olympic Committee, etc. The family has also been instrumental in raising funds to increase awareness about breast cancer



on Guam through the Guam chapter of the American Cancer Society and Strides for the Cure, which focuses on educating the youth of Guam through cancer awareness.



Mr. Ho Eun is the Chairman of Core Tech International. He is responsible for the overall corporate direction/decision making among all Core Tech entities including Guam CDE, LLC.

Core Tech International was founded in 1991 as a family owned and operated general contractor specializing in commercial and retail construction. The company was originally named Sun Woo Corporation. It is driven by its philosophy "Do the job right". It consistently strives to excel through hard work and dedication. Mr. Ho leads efforts to locate, source and select projects that the company will be involved with. Core Tech International Corporation has built thousands of residential houses for private and government sectors, constructed several schools and commercial buildings as well as

numerous projects for the Department of Defense and Government of Guam.

Core Tech is recognized by Guam's Building Industry as a leader in construction and has garnered several awards in safety and excellence in construction.

Aside from the construction aspect of the company, Core Tech now consists of over 20 companies in different industries working together to make Guam a better place to live and work. Under Mr. Ho's leadership, Core Tech has grown from a general contractor building over 1,000 residential homes to becoming a multi-industry conglomerate to include real estate development, financing, and other supporting industries.

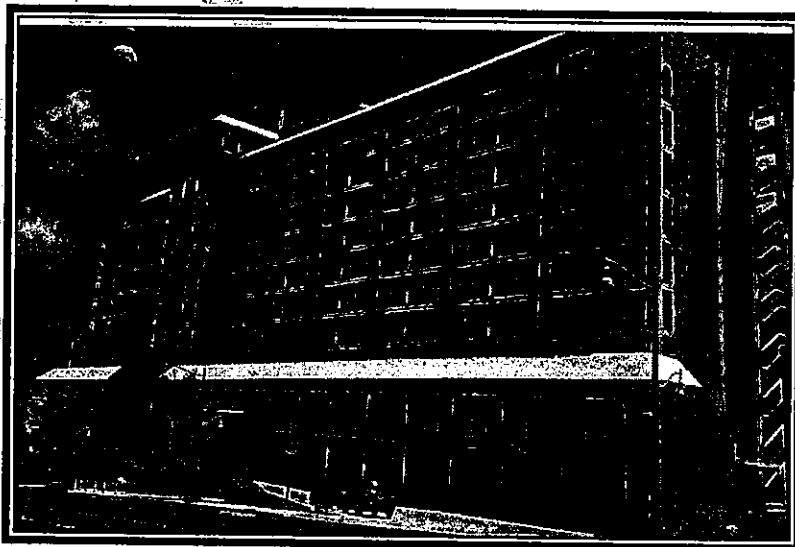
Core Tech International purchased the Bayview Hotel Guam, as well as the Oceanview Tower Hotel and Residences and Garden Court in Tumon.

The purchase transferred all the properties listed under Bayview V LLC, a subsidiary of Tanota Partners, to Core Tech.

The company also purchased the commercial center Pacific Place, which hosts Capricciosa and Outback Steakhouse, among other retail shops.

Core Tech also acquired all shares and assets of Tanota Rentals LLC, which had been the second-largest apartment and commercial property owner on Guam, consisting of more than 650 units of apartment and all office building and commercial buildings.

Core Tech International now has over 2000 apartment units on Guam.



### **Background Information:**

The Dusit Guam has developed a training program for students who are interested in developing skills and knowledge in the hotel industry. The program provides participants ongoing theoretical training while at the same time receiving practical training in the hotel.

This training program is also designed to provide the trainees on-the-job exposure to United States techniques, methodologies, expertise, and enhances the participant's knowledge of the U.S. cultures and society.

All trainees are required to participate in training activities, and to complete assigned training projects. If a trainee fails to participate in the required activities, their visa will be terminated and he/she will need to return home at their own expense. Trainees will receive payment for their practical training period.

### **Introduction:**

This training program offers trainees to learn by applying theory to working situations and prepares them for potential assignments within reasonable period of time, within the Dusit Group.

This manual contains an outline of on-the-job training schedule within each department that the trainee must be exposed in. It includes specific procedures and directions the trainee will follow as well as checklists to be completed after each phase of training. This will ensure the consistency in the training delivery throughout the period. At the end of each rotation, the trainee's performance will be evaluated by the Head of Department, who will monitor the progress being made and answer any question on a continual basis.

The Division Head, Department Heads and designated trainers should use this manual as a guideline to ensure that these trainees meet their objectives.



## Objectives

The trainee will have an opportunity to learn the responsibilities of a supervisor in each area as part of their exposure to the department. The actual assignment will be dependent upon the trainee's ability to demonstrate appropriate initiative, skill and teamwork. Should a trainee not be able to train in a supervisory level initially, they will receive specific feedback and guidance about the skills they need to master and demonstrate to qualify during this training assignment. This will be done during their periodic evaluations providing them with suitable opportunities to develop and demonstrate their mastery of skills.

The training objectives of the Trainee Program are to:

Provide the trainee the opportunity to understand and perform each job and to gain practical experience in all phases of hotel operations including management.

Give the trainee a thorough understanding and appreciation of the operation of each department from the points of view of the department head; other members of management, the trainee's colleagues and employees within the department.

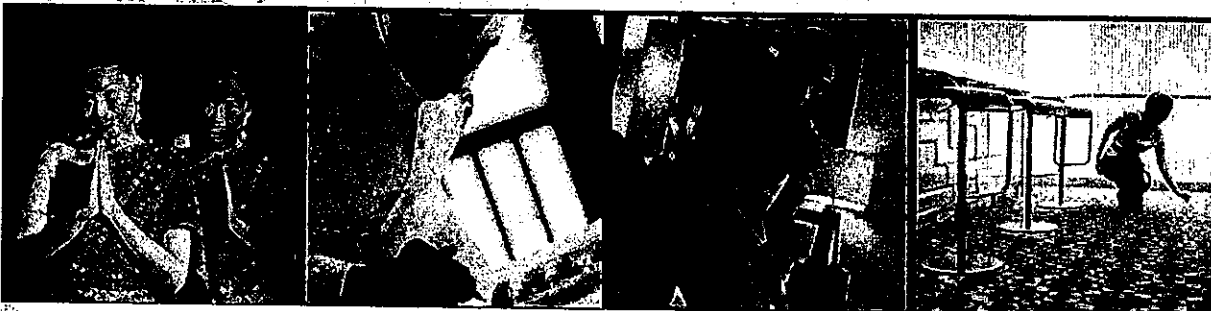
Allow the trainee to observe a wide range of daily operational situations and inter-departmental relationships as well as their support of each other.

Familiarize the trainee with Dusit Hotels and Resorts organizational structure, its policies and procedures.

Learn more about the U.S. culture, and the vast nationalities within the United States & its territories.

At the end of the training program, the trainee will be able to demonstrate the following supervisory skills:

- Understand the Dusit Vision, Mission and Values
- Understand Interviewing Techniques - Applicant Evaluation for the department.
- Learn procedures for Performance Appraisals and Evaluations
- Understand how to effectively train new employees
- Master skills in handling customer complaints and problems Learn Manager on Duty responsibilities
- Learn Business and Staff Forecasting
- Learn to prepare schedules



- Understand departmental budgeting and costs
  - Develop strategic planning and goal setting
  - Learn employee coaching and counselling
- Understand human resources policies, and progressive discipline procedures
- Learn business etiquette
- Learn the importance and use of Market Matrix

### **Theoretical Training assignments / Activities**

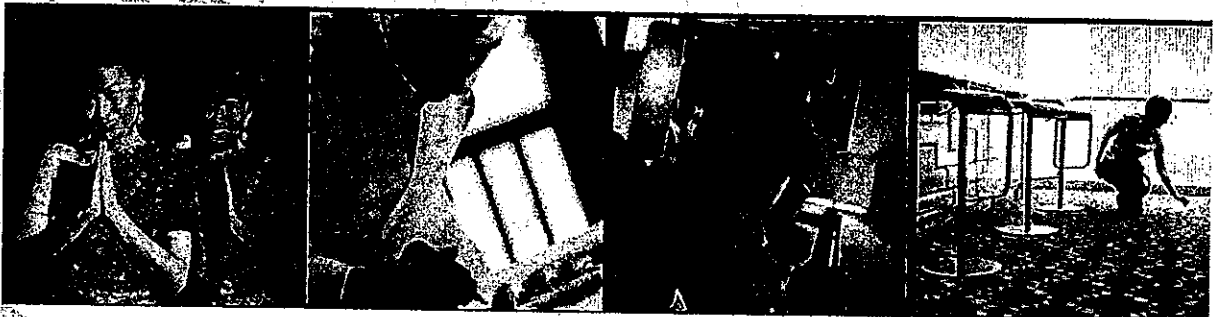
#### **Overview**

This training program will benefit both the participant and the Dusit Guam. It is based upon the individual's career goals, previous work experience and academic preparation. Fine tuning of the training opportunities to ensure a progressive and challenging training environment for the participant normally occurs once the trainee arrives and is introduced to the variety of operations and opportunities for professional development. The program and specific assignments will be undertaken with the needs of the hotel and trainee in mind. Seasonal needs and peak demands will affect the timing of when some training objectives are available which may affect the order of rotations and skill development; however, the Host company remains committed to fulfilling the training objectives and this represents a realistic environment in which to understand the context of what is being learned. The overall structure for gaining and improving related skills and knowledge, techniques, and management skills and know-how is to observe, develop, and demonstrate mastery of the given subject matter before moving to the next area of training. This is frequently concurrent with other training objectives, and most training objectives form a base upon which subsequent training occurs.

To develop knowledge and familiarity of the property and the key skills needed to follow the hotel standard operational procedures as well as meet guest expectations, the trainee will rotate through a series of key departments designed to progressively improve their skills. Subsequent rotations will build on the skills the trainee initially acquires. The trainees will be rotating through all the departments of the hotel in order to understand how a five star hotel is organized and managed.

#### **Trainee Eligibility:**

- Trainees must be at least 18 years old.
- Trainees must have a round-trip air ticket.
- Trainees must be able to demonstrate 2 years of work experience or educational background in the hospitality field.
- Trainees must have good English language ability.
- Trainees must be able to obtain J1 Visa



### **Program Duration**

Duration of the program may vary. The training program will not exceed 12-months.

### **Trainee Benefits**

Trainees will receive the following benefits

- Public Holidays (7 days per year- please refer to Dusit Guam's Holiday Schedule)
- Days-off (2 days per week)
- Duty Meals provided free of charge in the Employee Restaurant.

### **Roles and Responsibilities**

#### **1. Trainee's Role**

Trainees should be involved in the activities of the department through actual assignments to the different workstations. The value of actual participation is much greater for the trainee than having him/her serve only as an observer.

Trainees are encouraged to ask questions and seek explanations from department heads and other employees. This will enhance their understanding of Dusit operational procedures and better prepare them for future assignments. Of course, trainees should realize that all employees have their own work responsibilities. This may prevent them from responding to trainees' needs or requests immediately. A flexible and sensible approach, however, shall enable trainees to ultimately get the information and assistance they need.

Trainees will also add to their learning experience by recording pertinent information, observations, etc., in a departmental evaluation report. The evaluation report will be helpful in reviewing the departmental tasks during on-the-job training and their own progress. The Learning and Development Manager, Cluster Director of Human Resources and Regional Vice President of Operations/General Manager will review the report to assist the trainee in assessing his/her progress.

Trainees are to prepare a typewritten report following the guidelines set forth in Trainee's Report in this manual. The report shall be prepared immediately after completing the training in each department. Shortly after completing the report, the trainee should review it with the respective department head. This will ensure the trainee has a thorough understanding of that department. The trainee should then give a copy of the report to the Learning and Development Manager, Cluster Director of Human Resources and Regional Vice President of Operations/General Manager.





**2. Trainer's role (Directors & Department Heads, Departmental Operational Trainers)** Directors, Department Heads, Departmental Operational Trainers are expected to assume the actual role of trainers for the duration of a trainee's exposure in their department. Each director, department head and departmental operational trainer are responsible for assisting the trainee in meeting the program's training objectives as stated previously. This can best be accomplished by personally:

- Introducing the trainee to all personnel in the department
- Planning and executing a training schedule based on:
  - Departmental training outline contained in this manual
  - Trainee's prior experience, knowledge and ability
  - Particular requirements or restrictions within department during training period.
- Checking periodically on the trainee's progress
- Showing an interest in what the trainee is learning by asking him/her thought provoking questions
- Spending at least one day a week with the trainee to ensure that he/she understands the department head's responsibilities
- Assigning the trainee special projects to assist in his/her development
- Inviting the trainee to departmental meetings
- Reviewing the trainee's departmental report, discussing it with him/her
- Evaluating the trainee honestly according to the criteria established on the Trainer's Report.

**3. Trainee Program Committee (Hotel) includes:**

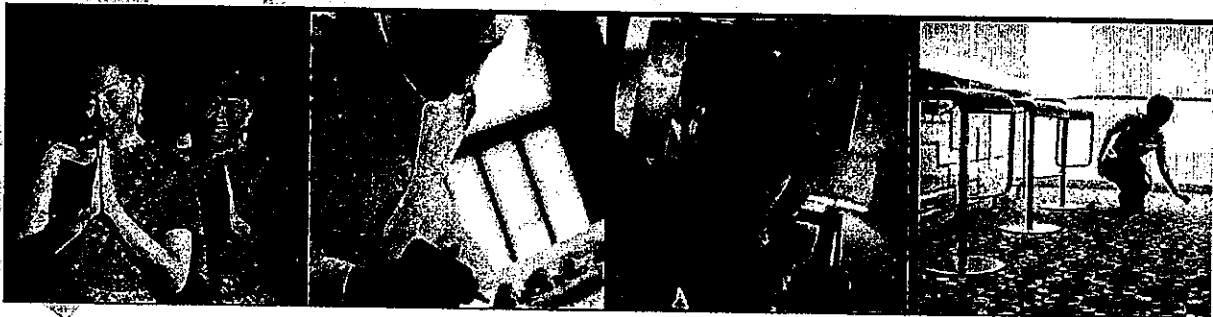
- Regional Vice President of Operations/General Manager
- Cluster Director of HR & Learning & Development Manager
- Directors and Department Heads concerned

**Responsibilities**

- Introducing the program to internal staff
- Screening and interviewing the candidates
- Providing on-the-job training, job assignments and make sure that all Directors, Department Heads and Departmental Operational Trainers fully understand the objectives and importance of the program
- Evaluating the trainee's performance at the end of the program

**4. Cluster Director of HR and Learning and Development Manager**

Cluster Director of HR and Learning and Development Manager are responsible for coordinating with relevant Directors & Department Heads to ensure effective training as well as with Corporate Manager of Training and Talent Development on issues and progress.



### 5. Vice President of Operations/General Manager

The Vice President of Operations/General Manager is responsible to oversee the Trainee Program and trainee's progress in his/her hotel as Mentor and Coach. Vice President of Operations/General Manager must ensure that the projects assigned to the trainee can be used to improve the hotel operation. GM will meet the trainees regularly to follow-up on the trainee's progress.

### Training process

The Trainee will undergo training for 52 weeks in the timeframe below. However, sequence and duration can be changed but all departments should be covered.

### EXAMPLE OF A ONE (1) YEAR TRAINING PROGRAM:

#### Phase 1: -----1 week

- Orientation by Hotel HR department on Dusit Vision, Mission and Values and Dusit Service Quality.
- Familiarization with the hotel departments and hotel inspection.
- The trainee will receive a cultural orientation to the hotel environment and to live in the United States. The trainee will be oriented to the various areas and subject matter to be covered throughout the training program.

#### Phase 2: -----37 weeks

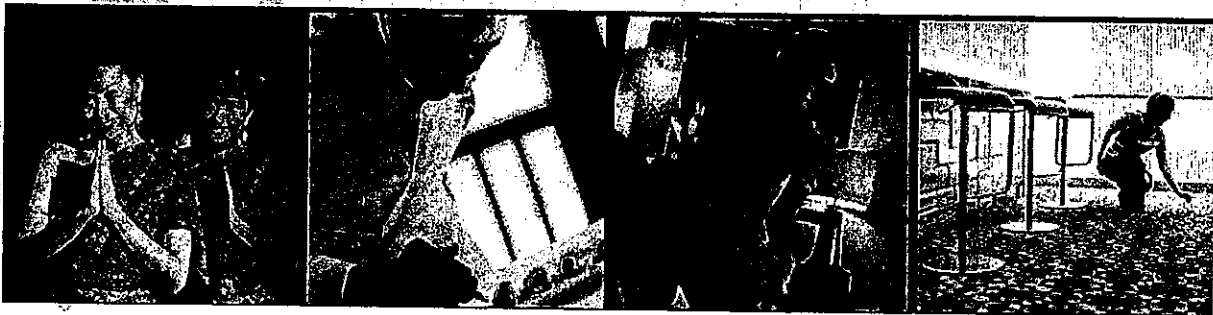
- On-the-job training focus in each department.

#### Phase 3: -----11 weeks

- On-the-job training in specific department of focus the Trainee wishes to explore further. Individual project is to be assigned in this phase and should be completed within 3 weeks.

#### Classroom Training: -----Minimum of 3 weeks

- Courses are to be confirmed are scheduled at different periods in a year.



**Core Training Programs:**

To equip the Trainee with relevant knowledge and skills, several core training programs arranged during phase 2 and 3 would be conducted as follows.

- Dusit Graciousness Course
- Train the trainer
- Communication and Presentation skills

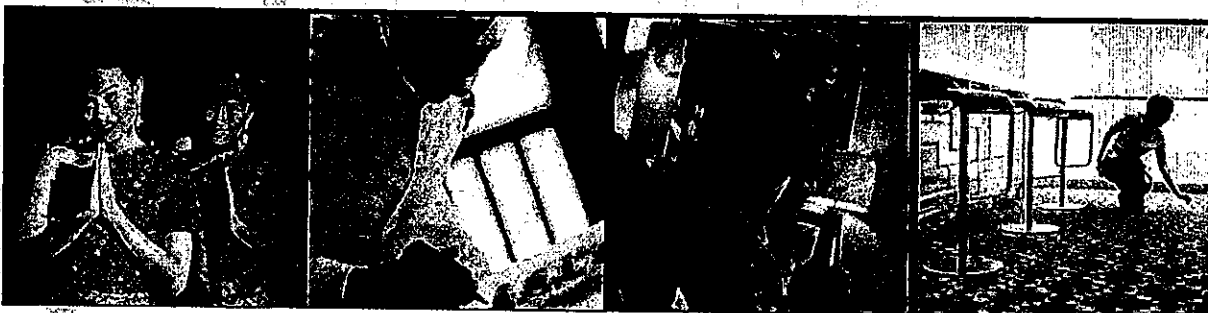
**EXAMPLE OF AN OVERALL TRAINING PROGRAM – EXPERIENCING ALL DEPARTMENTS. (This can be tailored for the student’s specific area of focus)**

**Hotel on-the-job training**

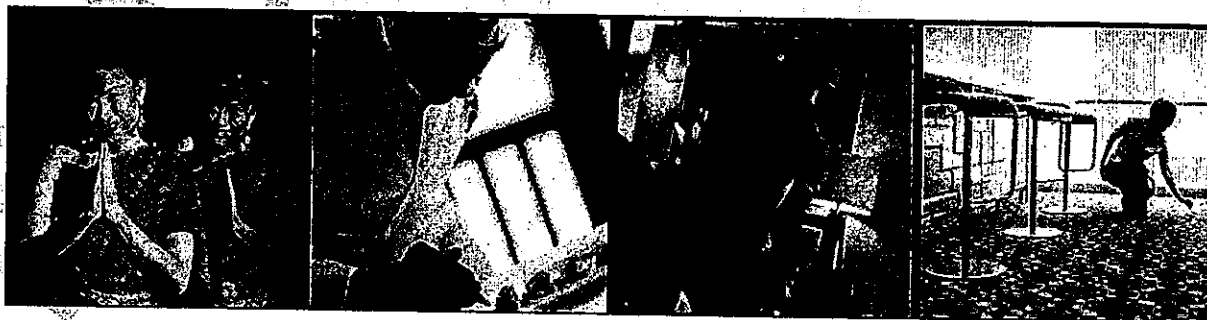
<u>Department</u>	<u>Overview</u>
F&B-Kitchen	<ul style="list-style-type: none"> <li>- Kitchen department structure</li> <li>- Characteristics of Chef</li> <li>- Kitchen design</li> <li>- Kitchen equipment</li> <li>- Maintenance equipment</li> <li>- Cleanliness</li> <li>- Menu production</li> <li>- Promotion with menu</li> <li>- Food purchasing and cost management</li> <li>- Records and control</li> <li>- Food product knowledge</li> <li>- Working in the kitchen</li> <li>- Basic cutting</li> <li>- Butchery section</li> <li>- Cooking methods</li> <li>- Basic stock, soup, and sauce</li> <li>- Egg cookery/ Fish cookery</li> <li>- Roasting / Grilling</li> <li>- Cold Hors D’ Oeuvre</li> <li>- Salad and salad dressing</li> <li>- Pastry and bakery</li> <li>- Stewarding</li> <li>- Banquet event order (BEO)</li> <li>- Staffing, planning, scheduling</li> <li>- Opera system and reports concerned</li> <li>- Standard productivity and performance evaluation</li> </ul>



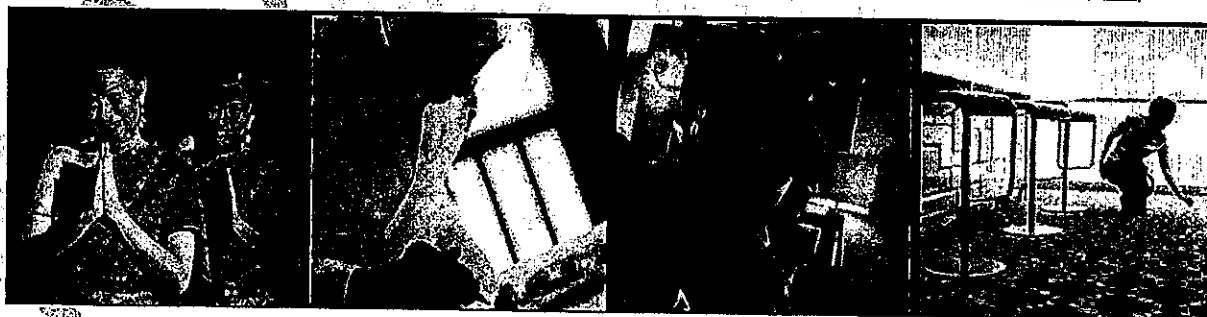
F&B Office	<ul style="list-style-type: none"> <li>- Introduction to F&amp;B department and structure</li> <li>- Banquet event order (BEO)</li> <li>- Staffing, planning, scheduling</li> <li>- Opera system and reports concerned</li> <li>- Budgeting for manning and promotion</li> </ul>
F&B Service	<ul style="list-style-type: none"> <li>- Introduction to F&amp;B outlets and 4P</li> <li>- Relationship with kitchen and front of house</li> <li>- Importance of good service</li> <li>- Professional qualities of service staff</li> <li>- F&amp;B service areas, equipment, and supplies</li> <li>- Cleaning and storage of equipment</li> <li>- Practical skills of table setting</li> <li>- Rules and regulations</li> <li>- Practical service skills and clearing skills</li> <li>- Menu</li> <li>- Styles of table service</li> <li>- Practical service sequence</li> <li>- The use of the gueridon</li> <li>- Service of breakfast and afternoon tea</li> <li>- Micros system (POS)</li> <li>- Room service</li> <li>- Sales and income procedures</li> <li>- Staffing, planning, scheduling</li> <li>- Standard productivity and performance evaluation</li> </ul>
Reservations	<ul style="list-style-type: none"> <li>- Opera system and reports</li> <li>- Rate structure</li> <li>- Product knowledge</li> <li>- Accept and deny reservation</li> <li>- Reservation on computer program</li> <li>- Confirmation</li> <li>- Backup system and overbooking</li> <li>- Forecast</li> </ul>
Executive Office	<ul style="list-style-type: none"> <li>- Hotel profile</li> <li>- Policy and SOP</li> <li>- Accounting perspective on hotel revenue</li> <li>- Accounting perspective on cost and expenditure</li> <li>- Marketing perspective on market segmentation</li> <li>- Marketing perspective on SWOT</li> <li>- Marketing perspective on Marketing plan</li> </ul>



	<ul style="list-style-type: none"> <li>- HR perspective on manpower and training</li> <li>- Operation perspective on room division</li> <li>- Operation perspective on F&amp;B</li> <li>- Research and development</li> <li>- Facility service</li> <li>- CSR programs</li> </ul>
PR	<ul style="list-style-type: none"> <li>- General Information of PR</li> <li>- PR Plan and workshop</li> <li>- PR techniques and workshop</li> <li>- Media Relations</li> </ul>
Business Centre/ Dusit club	<ul style="list-style-type: none"> <li>- On the job training</li> <li>- In-house guest service</li> </ul>
Accounting	<ul style="list-style-type: none"> <li>- Basic Financial Accounting Review</li> <li>- Cash management</li> <li>- Credit Sales</li> <li>- Credit Purchases and Inventory</li> <li>- Payroll &amp; other expenses</li> <li>- Withholding Tax</li> <li>- VAT Laws for Hotel Business</li> <li>- Long-term Assets</li> <li>- Cost Management</li> <li>- Activity-Based Costing – Activity based management</li> <li>- Budgeting and forecasting</li> <li>- The cost volume profit approach to decisions</li> <li>- Statement of cash flows and working capital</li> <li>- Responsibility Accounting and total quality management</li> <li>- Decision making relevant costs and benefits</li> <li>- Target costing and cost analysis for pricing decision</li> <li>- Capital expenditure decisions</li> <li>- Night audit</li> <li>- Receiving and store</li> <li>- Shop cashier</li> </ul>
Purchasing	<ul style="list-style-type: none"> <li>- Department structure</li> <li>- Purchasing management</li> <li>- Types of purchasing</li> <li>- Market survey</li> <li>- Purchasing control</li> <li>- Food Purchasing</li> <li>- Purchasing security</li> </ul>



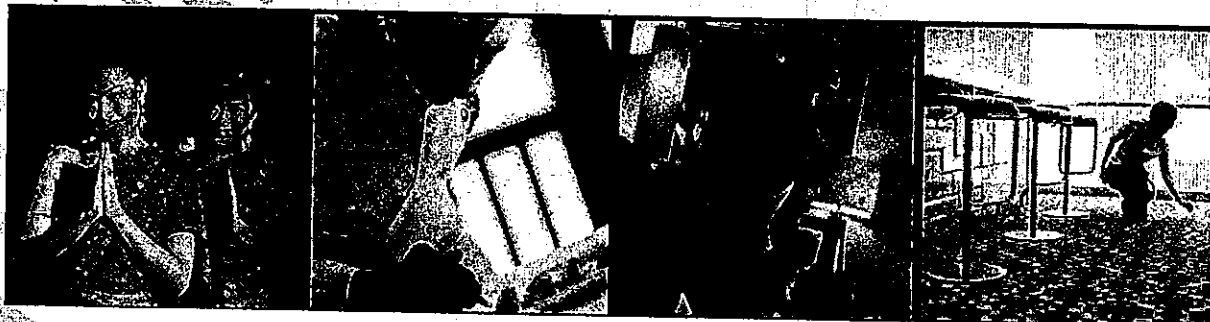
	<ul style="list-style-type: none"> <li>- Storage management procedures</li> </ul>
Security	<ul style="list-style-type: none"> <li>- Security department structure</li> <li>- Security equipment</li> <li>- Guestroom security</li> <li>- Areas responsibility</li> <li>- Staffing, planning, scheduling</li> <li>- Standard performance evaluation</li> </ul>
Front Office	<ul style="list-style-type: none"> <li>- FO department and structure</li> <li>- Opera system and report</li> <li>- Room assignment</li> <li>- Handling group's folio</li> <li>- Telephoning handling (operator)</li> <li>- Emergency situation handling</li> <li>- Bell captain/concierge</li> <li>- Checking in and Checking out</li> <li>- Luggage storage</li> <li>- Lost and found</li> <li>- Guest complaint handling</li> <li>- Cashiering functions</li> <li>- Staffing, planning, scheduling</li> <li>- Standard productivity and performance evaluation</li> </ul>
Sales and Marketing	<ul style="list-style-type: none"> <li>- S&amp;M structure</li> <li>- Opera system and report</li> <li>- Transferring information to operation</li> <li>- Hotel positioning and market</li> <li>- Reservation concerns</li> <li>- Making sales calls</li> <li>- Sales report</li> <li>- Competitors analysis</li> <li>- Marketing plan</li> <li>- Revenue Management</li> </ul>
Engineering/POMECE	<ul style="list-style-type: none"> <li>- Department structure and responsibility</li> <li>- Operations and maintenance systems</li> <li>- Engineering training</li> <li>- Manning and Budgeting</li> </ul>
Housekeeping	<ul style="list-style-type: none"> <li>- Housekeeping department and structure</li> <li>- Opera, Stayplease system and reports</li> <li>- Role of Floor Supervisor</li> </ul>



	<ul style="list-style-type: none"> <li>- Guestroom attendant</li> <li>- Public Area</li> <li>- Linen control</li> <li>- Laundry</li> <li>- Inventory control</li> <li>- Staffing, planning, scheduling</li> <li>- Standard productivity and performance evaluation</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>- "Know your hotel"</li> <li>- Personnel section (manning and planning)</li> <li>- Employee compensation and benefits</li> <li>- Employee facilities</li> <li>- Training</li> <li>- Dealing with the government officers</li> </ul>
Catering	<ul style="list-style-type: none"> <li>- Catering structure and management</li> <li>- Function rooms</li> <li>- Customer communications</li> <li>- Sales and planning function</li> <li>- Outside catering</li> </ul>
Banqueting	<ul style="list-style-type: none"> <li>- Banquet service and arrangement</li> <li>- Opera system and reports</li> <li>- Banquet event order (BEO)</li> <li>- Bar service</li> <li>- Beverage product knowledge</li> <li>- Wine and dine</li> <li>- Staffing, planning, scheduling</li> <li>- Standard productivity and performance evaluation</li> </ul>

### Evaluation of Training

1. Each Department Head will evaluate the Trainee's performance at the end of training in his/her Department. The report will be sent to the Learning and Development Manager and Cluster Director of HR.
2. Two weeks before completion of the training program, performance evaluation will be conducted by Trainee Program Committee considering evaluation from various departments and project work. Final decision will be made in term of placement, if applicable.



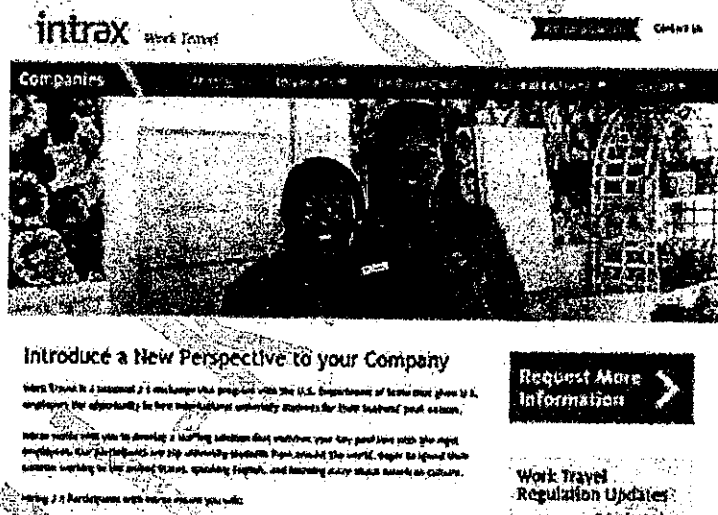
## Job assignment after training

In the event a Trainee is a graduate from their school, and expresses interest in employment with Dusit Thani, the Hotel will submit his/her resume to the Corporate Office for potential placement.

## Visa Guidelines

A student interested in Internship abroad will require a J1 Visa. Below is a list of Companies that assist with J1 Visa program. Students usually coordinate with their Professor/Counselor to seek support with CIEE or INTRAX.

1. **CIEE: Council on International Educational Exchange** - <https://www.ciee.org/go-abroad/college-study-abroad/ciee-internships>
2. **INTRAX – Global internships** - <https://www.globalinternships.com/>



**intrax** Work Travel

Companies

**Introduce a New Perspective to your Company**

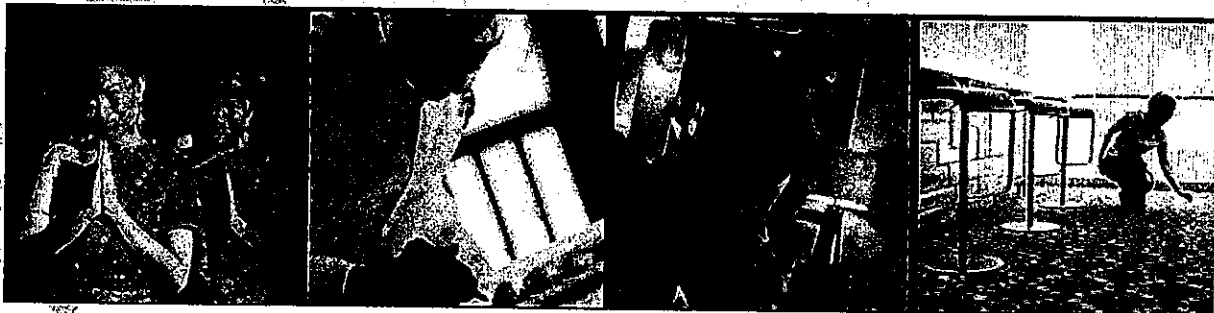
Work Travel is a seasonal J1 exchange program with the U.S. Department of State that gives U.S. employers the opportunity to hire international university students for their seasonal peak season.

intrax works with you to develop a winning solution that matches your key need line with the right employees. Our participants are the university students from around the world, eager to spend their summer working in the United States, speaking English, and learning every aspect about our culture.

Being a Participant with intrax means you will:

**Request More Information**

**Work Travel Regulation Updates**





### **Salary**

Trainee hourly salary is \$9.25 per hour (Guam's current minimum wage) and paid every two (2) weeks for actual hours worked. Gross Pay before deductions, for 40 hours per week worked, will be approximately \$1,480.00.

### **Air Ticket**

Trainees are responsible for their round-trip air ticket to Guam.

### **Housing /Accommodation**

On the day of your arrival, you will check in to the Dusit Thani Guam Resort/Dusit Beach Resort Guam for two (2) nights.

The Dusit company will cover and provide the housing/accommodation without cost to you, and these will be shared with other interns of the same gender for the duration of your training program.

### **Meals**

While on duty, you will be able to have your meals at the Dusit Diner or Chelu, free of charge. You are entitled to have two (2) meals per day at the Dusit Diner or Chelu.

### **Uniforms**

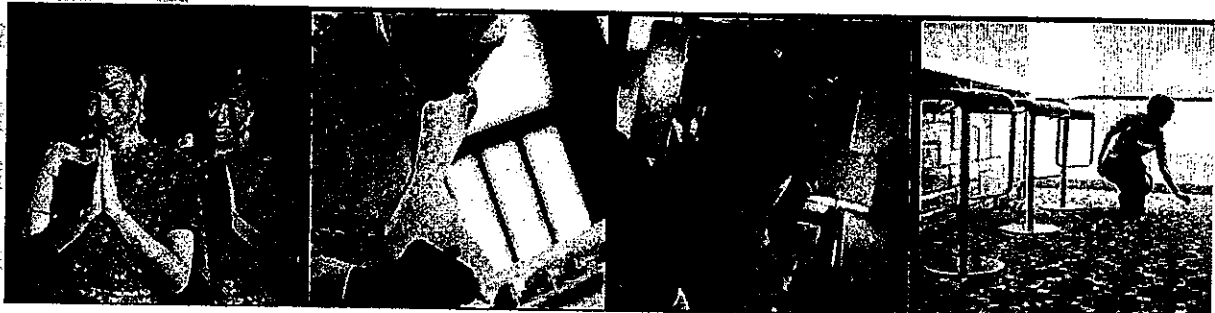
The Hotel provides students with the required uniforms and the Hotel will be responsible for cleaning uniforms.

Items that are not covered by the Hotel fare as follows:

- Drug Testing - \$29.50 USD
- TB Skin Test - \$35 USD
- Health Certificate - \$25 USD
- Long Distance Calls
- Personal Mobile Phones
- Alcohol-related charges
- Driver's License Fees
- Transportation to and from hotel
- Automobile Insurance. Neither Dusit Thani Guam Resort and Dusit Beach Resort Guam, nor our owning company, Tanota LLC and Core Tech, can be held liable for any accidents involving personal vehicles for commuting and/or pleasure.

### **Trainee Health Insurance:**

Students need to contact their sponsor regarding their medical insurance. The insurance covers the student in the event of illness or accident that might occur while in the internship program. In the event of a workplace accident, students will be covered under the Hotel's Workers' Compensation Insurance.



It is our hope that the training experience students receive in the day to day operational and administrative functions at the Dusit Guam will prepare them for a future career in the hospitality industry. Additionally, students will gain exposure to both American culture/customs as well as Guam's local culture/customs.

MOFA 311A

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