



## STUDY AND PAID WORK EXPERIENCE IN THE HOSPITALITY INDUSTRY

**MINIMUM AGE:** 18 years old

**COURSE STARTS:** Any Monday

**COURSE DURATION:** minimum of 3 weeks English language course at English in London. (2 weeks before placement, and 1 week at the end) and paid work experience in the hotel industry (12 weeks minimum)

**ENGLISH LEVEL:** Intermediate and above

**FEES:** £1500 (+ £100 for course longer than 4 months)

This programme has been specially designed for people wishing to improve their English language skills and gain practical work experience in the Hospitality Industry. The all-inclusive 2005 programme fee includes an English Language Course + home stay accommodation during studies + work placement.

### **Benefits of the programme:**

**Language Course:** English Language course 2 weeks of General English to improve all four linguistic skills in any one of our sites; English in London Camden, English in London Soho or English in Exeter. Course certificate and report issued on the last day of study.

### **Paid Work Experience:**

The availability of placement depends upon a number of factors – the most important being time of year, weather and school holidays. Geography is also important – for example, there are many placements available in Scotland during the summer but not many in autumn and winter. There are few leisure placements available during January and February.

Because of this each participant must be prepared to go wherever the best placement is available. Participants must understand that they do not have a choice of locations and are not permitted to turn down offers.

### **Status**

When a participant embarks on this programme he or she becomes a full employee working with others with the same rights and obligations. When they are with their hotel, restaurant or holiday complex participants must follow all the rules of the company and they will be treated just like any other employee.

A paid employee has to work effectively. Most importantly they must be able to communicate with other people and also understand what people say to them.

**Accommodation:** Homestay with an English family while on the English language course. During work time, many employers will provide cheap or in some cases free accommodation. If this is not offered then we arrange accommodation as close to the workplace as possible, at the lowest possible price.

Live-in accommodation in a hotel may not have the same standard of decoration and facility as a guest room – although sometimes it will. Employees are often responsible for their own cleaning. Shared self-catering accommodation or Hostel would be an option.

Many but **not all** companies offer free or very cheap food to their employees.

**Medical and Travel Insurance:** Prior to arrival in the UK students must ensure that they have adequate insurance cover for the duration of the programme. For obtaining medical services in the UK citizens of EU countries should bring with them the correct EU documentation (E-111 Form). Insurance can be arranged by SKOLA at reasonable rates. Please ask for details.

### **Immigration Status:**

Work placements are open to anyone with the right to work in the UK. This may include citizens of the European Union, and citizens of non-EU countries with the appropriate visa who are doing a leisure placement as part of a sandwich programme.

It is essential that the status of applicants to this programme be fully checked before they are entered into the programme. SKOLA does not give professional advice in this area.

**Transfers:** Students are responsible for the cost of all UK transfers from arrival point to school/place of accommodation and return to place of departure. If required, transfers can be arranged by SKOLA.

**Study & Work Experience in the Hospitality Industry programme is available throughout the year.**

### **Charges:**

- SKOLA charges a full fee before any documents are sent out and a non-refundable deposit of £200 is payable at the time of booking. In case of visa refusal, the fees less the deposit of £200 will be refunded upon production of the refusal letter from the British Embassy.
- There is an accommodation arrangement fee of £50 for accommodation during the Work Placement if required.

### **Responsibilities:**

- SKOLA is responsible for achieving quality in the selection of the right company for each participant's individual needs, monitoring the participant while in placement, and helping to solve any problems that may emerge during the placement.
- SKOLA, however, cannot be responsible for placements that fail through unsatisfactory behaviour by the participant, and as a result of participants' inadequate skills, including English.
- It is the responsibility of the participant and/or the agent to ensure that the participant fulfils all immigration requirements for the duration of the placement.

## PROCEDURE FOR WORK PLACEMENTS - SINGLE PARTICIPANTS & GROUPS

This procedure must be followed after the Agent has requested placements for individual participants coming to the UK.

1. All documentation should be emailed to SKOLA as a Word document attached to an e-mail. They must **all** be sent together in the same attachment. Documents must include –
  - The Participant's full and comprehensive Curriculum Vitae.
  - A completed 'Key Client Information Form' and the correct IELTS level (or equivalent)

All extra information regarding accommodation, and any extra demands that will be made on the future Host Company – for example, forms to fill in for the participant's institution - must be stated at the time of booking.

2. All documentation must be submitted no less than 6 weeks before the proposed arrival of the participant in the UK.
3. Once a participant has been accepted SKOLA will send the agent a confirmation by e-mail with all the relevant documents with details of the placement on a "Placement Proposal Sheet".
4. The candidate then must sign the "Placement Proposal Sheet" and the " Placement Confirmation Sheet" and scan and email it back to SKOLA. The details must be sent and signed within 3 days of this information reaching the agent, it is then the responsibility of the agent and candidate to make all relevant travel arrangements to the work placement, however directions will be given by SKOLA to the agent and candidate to enable them to get from their arrival airport to the placement if requested. Agents must confirm travel arrangements as soon as this is known.

### FURTHER NOTES:

1. The procedure must be followed at all times unless otherwise agreed.
2. If the procedure is not followed the Participant's application may be rejected.
3. In special circumstances and by prior arrangement, a Participant may be accepted without interview. However, if the Participant's IELTS levels on arrival in the UK are found to be lower than those stated on the Key Client Information form and are impeding SKOLA finding him/her the kind of placement requested, SKOLA reserves the right to refuse to place the Participant and to terminate all further arrangements without prejudice to SKOLA.
4. In certain circumstances we may be able to accept a Participant with less notice but this must be agreed beforehand with SKOLA. In such a case the Participant may have to be prepared for the possibility of a late start.

## IELTS BANDS

BAND	USER TYPE	USER DESCRIPTION
1	Non User	Essentially has no ability to use the language beyond possibly a few isolated words.
2	Intermittent User	No real communication is possible except for the most basic information using isolated words or short formulae in familiar situations and to meet immediate needs. Has great difficulty in understanding spoken and written English.
3	Extremely Limited User	Conveys and understands only general meaning in very familiar situations. Frequent breakdowns in communication occur.
4	Limited User	Basic competence is limited to familiar situations. Has frequent problems in understanding and expression. Is not able to use complex language. Basic competence is limited to familiar situations. Has frequent problems in understanding and expression. Is not able to use complex language.
5	Modest User	Has partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. Should be able to handle basic communication in own field.
6	Competent User	Has generally effective command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. Should be able to handle basic communication in own field.
7	Good User	Has operational command of the language, though with occasional inaccuracies, inappropriacies and misunderstandings. Can use and understand fairly complex language, particularly in familiar situations.
8	Very Good Uer	Has fully operational command of the language with only occasional unsystematic inaccuracies and inappropriacies. Misunderstandings may occur in unfamiliar situations. Handles complex detailed argumentation well.
9	Expert User	Has fully operational command of the language: appropriate, accurate and fluent with complete understanding.

## DOCUMENTS FOR PARTICIPANTS

### ADVICE ON CV WRITING

When you write your CV you should follow our model as closely as you can. But it is not always easy to get the fine details right. The following notes should help you.

- Remember, the CV is designed to be read by someone in a possible **host company**. Try to make it as interesting as possible for the person who might decide to offer you a placement.
- Always head the CV with your **personal details**, and don't forget to include your mobile phone number and your e-mail address. This makes it much easier for us to contact you.
- When you write up your **education** please include dates, the full names of institutions, and the subjects and courses that you have studied – especially everything related to the field in which you plan to do your placement. Don't forget to mention the title of any thesis or special project that you have written or are going to write.
- **IT skills** are very important, and the more information you can provide the better. Even if your knowledge is only basic, name any programmes you know, including Internet and e-mail software. If you want to do a placement in the IT sector, give as much detail as possible, stating what you have actually done with the relevant software and hardware.
- This may seem obvious, but not everyone does it – write your CV in **good English!** Nothing puts a potential host company off so much as an incomprehensible CV. It is not always easy to translate concepts from your language to English – ask a friend or teacher to help if you find this difficult. Sometimes it is better to leave names in the original language – for example, the name of an institution, or examination. In this case put an English paraphrase in brackets after it.
- Keep the **layout** simple. Try to keep the CV to one page, and avoid irrelevant information – such as the name of the primary school you attended when you were five!
- Tell us what you like to do in your **spare time** as it gives some idea of the sort of person you are.
- Don't **exaggerate or tell lies**. The truth has a habit of coming out. Especially if you lie about your English or IT skills.

Finally, and very **importantly!** Please **e-mail** your CV to SKOLA, and **do not fax it**. Many excellent employers don't bother with faxes any more.

We think if you **follow these notes** and **follow the model CV** and **try hard to get the language right** you will produce a good CV. Good luck!

## MODEL CV

### **JULIE DUPRE**

Email [jollyjulie@yahoo.com](mailto:jollyjulie@yahoo.com)

Nationality: French

Age: 22

### **PERSONAL PROFILE**

I am a well-motivated, enthusiastic young woman who would like to complete an unpaid work placement in order to practice my language skills in the workplace and gain some international experience. Ideally I would like to be placed in a Media/Marketing consultancy or in the Marketing department of a Telecommunications company.

### **EDUCATION**

2002 – 2004

#### **Institut Supérieur Européen de Gestion – Paris France**

Part-time MA in Marketing and Management

Subjects included: Marketing Theory, Marketing Strategy, Brand Marketing, On-Line Marketing, International Marketing.

Dissertation subject 'Online Book Marketing – Theory and Practice of a Case Study'.

1999 - 2002

#### **Institut Supérieur Européen de Gestion – Paris France**

BA in Business Studies

Subjects included: Marketing, Finance, Human Resources Management, Economics for Business, International Trade.

1998

#### **Lycee Georges Pompidou – Paris France**

French Baccalaureat

### **EMPLOYMENT**

Jun 2004 -Aug 2004

#### **Wanadoo E.Merchant – Paris France** (online booksellers)

Promotions and Communications Assistant

Duties included: Writing newsletters to prospective clients, creating and organising advertising campaigns, organising on-line and off-line business operations, competitive watch.

Jun 2003- Aug 2003

#### **Sagem - Paris France** (marketing consultancy)

Assistant to Accounts Manager

Duties included: Launching an appeal for tenders, studying and elaborating mix-marketing for new products, developing operations to motivate the sales force, mail-shots.

### **IT SKILLS**

Windows 95/98/ME

Office 2000: Word, PowerPoint, Sphinx, Excel & Access

Internet Explorer & Outlook Express

### **LANGUAGE SKILLS**

English

Upper Intermediate

French

Mother tongue

### **INTERESTS**

In my spare time, I enjoy writing short stories and poems, going to the theatre, listening to music and reading - particularly detective and fantasy novels.