

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

**Frequently Asked Questions**

**1. What do I need to bring with me for the apartments?**

The apartments that we provide have the following items. You are welcome to bring what you want but please keep in mind that you will be sharing a room with another person.

<p><b>Laundry</b></p> <ul style="list-style-type: none"> <li>• iron board &amp; iron</li> <li>• washer &amp; dryer</li> <li>• trash can</li> </ul>	<p><b>living/dining room</b></p> <ul style="list-style-type: none"> <li>• couch &amp; love seat</li> <li>• coffee table &amp; lamp</li> <li>• color TV &amp; TV Stand</li> <li>• dining table w/ 4 chairs</li> </ul>	<p><b>Kitchen</b></p> <ul style="list-style-type: none"> <li>• 4 forks, knives, spoons, tea spoons, dinner plates, coffee cups, cereal bowls, glasses</li> <li>• 1 pot &amp; pan</li> <li>• toaster</li> <li>• coffee maker</li> </ul>
<p><b>Bedroom</b></p> <ul style="list-style-type: none"> <li>• bed, 1 dresser</li> <li>• night table &amp; lamp</li> <li>• pillows, sheet, blanket</li> <li>• trash can</li> </ul>	<p><b>Bathroom</b></p> <ul style="list-style-type: none"> <li>• trash can</li> <li>• shower curtain</li> <li>• towels, wash clothes</li> <li>• shampoo &amp; soap</li> <li>• toilet paper</li> </ul>	<p><b>Initial Food Stocking</b></p> <p><b>ONLY upon arrival—you are then responsible for foods thereafter</b></p> <ul style="list-style-type: none"> <li>• eggs, bread, butter, ham, cheese, milk, water, soda, coffee, sugar</li> </ul>

**2. Internet and phone lines**

While we provide phones, you will be responsible for your own internet connections. We advise that you use only phone cards for international calls as placing these calls are very expensive. Since you will have several roommates, it is best to have just basic phone connection

**3. Adapters for appliances**

Household appliances in Europe often operate on 220 volts. In the US, however, most household appliances operate on 110 volts. There are adapters that you can purchase (whether in your country or the US) which will allow 220 volt-appliances to be used in a 110 volt-outlet. Before purchasing these adaptors, make sure your appliance does not already have this capability.

**4. Security deposit**

Upon arrival, you will sign a “Housing Agreement.” The security deposit is \$400. The purpose of the security deposit is to pay for damages. When you leave and your apartment is clean and nothing is broken, you will receive \$325 of this deposit. However, if you voluntarily leave the before your training ends, then you will not receive any part of your deposit back.

**5. What should I do when something is broken in the apartment?**

If you arrive and a piece of furniture or appliance is already broken, please let someone in Human Resources know so we can have it replaced as soon as possible. If you arrive and break the furniture or appliance, we will replace the item and the cost will be taken out of your security deposit. If there is something wrong with the apartment itself (i.e. the air-conditioning

or refrigerator does not work) or the facilities surrounding the apartment, please go to the leasing office and address these concerns. Frenchman's Creek does not own the apartments and cannot make repairs to the apartment itself.

**6. What must I do if I have a visitor coming to stay with me?**

Please inform Human Resources as soon as possible and seek permission for the same. Also, please be sure to discuss this with your roommates and make sure that they are comfortable with this. 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.

**7. What must I do if I do not get along with my roommates?**

Part of the philosophy and standards of Frenchman's Creek is that *"We speak to each other, not about each other!"* Please sit down with all of them and talk about the issue. Many times the problem is due to a 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, come to Human Resources and we will conduct the meeting with you.

**8. When should I book my ticket to come to the US?**

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 can be expensive to purchase a ticket that you may have to change dates or even cancel. Once you have made your flight arrangements, please contact Human Resources at Frenchman's Creek immediately as we will provide transportation from the airport to your new home. Please do not book your tickets more than 5 days before the start of your training program.

**9. When can I take a vacation/holiday?**

The only time period permitted to take vacation/holiday is between May 15 and October 1. The reason is that season begins in October and ends in May, therefore, we can only permit vacations during the summer months.

**10. What steps should I take when I plan to go on vacation/holiday?**

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.

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

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. 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.

**12. How long may I go on vacation?**

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.

**13. What type of health insurance do I have?**

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. 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.

**14. What happens when I get hurt?**

In Florida, 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 injured, you must report it 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.

**15. What should I do once my visa and driver's license expires but I would like to travel through the US before I leave the country?**

As long as 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 the Human Resources Department for more questions.

**16. May I travel when my training is complete?**

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 else you will be out of compliance with SEVIS and Department of Homeland Security.

**17. What steps should I take when my training is complete and I decide to go home?**

It is important to let Frenchman's Creek 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.

**18. What clothes/shoes should I bring with me?**

Frenchman's Creek provides some uniforms. The pants are extra long so you are responsible for hemming them. If you would rather buy them before you arrive, purchase the following:

- white tuxedo shirt and black tuxedo pants with the stripes down the side
- Traditional clothes for our international food night every March.

**19. How can I obtain a cell phone?**

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 certain 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)

**20. When do I get a social security card?**

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

**21. When can I obtain a bank account?**

There are several local banks from which you may choose. We do have an on-site bank (called Bank Atlantic). As part of your orientation, you may sign up with this bank.

**22. When will I be rotated to other departments?**

During the peak of our 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 country clubs in New York, Chicago, Boston etc.

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