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Introduction

Thank you for taking the first step toward interning at the Hilo Bay Hostel. The memories you will take with you while on the “Big Island” of Hawaii will last a lifetime.

No two days are the same. Last summer, for example a group of 50 Maori teenagers stayed at the Hostel for a week to participate in the World Sprints canoe races. Every evening they would practice their hakas and sing traditional Maori songs, very moving to see and hear. Experiences like this are common whilst working at a hostel. One evening you might be invited to join an impromptu potluck dinner and the next driving up to the Mauna Kea Observatory with guests to see a rare comet make its way across the night sky. There are many attractions that draw a very diverse group of travelers to the island. The Volcano National Park is about 40 minutes drive away and Mauna Kea (home to 11 of the world’s most advanced telescopes) is probably the best place in the world to see the stars. Hilo is also home to a number of botanical gardens, waterfalls and rainforests. To help offer advice and tips to guests we endeavor to take new staff around the island to see for themselves the amazing sights and attractions on offer. With only five shifts per week there is always plenty of time to make it down to the beach park and go for a swim or snorkel with the sea turtles.

A hostel is a unique small business, however much of what you will learn here during your internship will be applicable to businesses of all sizes. Marketing, hospitality, retail, accounting, Internet, special events planning and security all come into play.

I sincerely want you to find your internship here to be interesting, fulfilling and enjoyable. I am the sole owner of the business and undertake to run it from Australia via computer, telephone and personal visits. I will be in Hilo at the time of your arrival to help train you. Because of my absence I rely heavily on staff to handle the day-to-day demands of the business. My philosophy is to have good people that have the maturity and common sense to make good decisions in the best interest of the hostel. Obviously I support active staff participation in the decision-making process and welcome your ideas and suggestions however the manager or I will make and assume responsibility for final decisions.

Scott Owens
Tel. (808) 933-2771 (Hawaii)
Tel. 61 7 5445 9004 (Australia)

Hilo Bay Hostel

Hilo Bay Hostel is located in the Burns Building in the historic district of Hilo, Hawaii. The Burns Building was originally built as a hotel in 1913. Over the years it has been used for a number of different businesses. Unfortunately it had fallen into a state of disrepair and took approx. 14 months to renovate and open for business. The full renovation included electrical, plumbing, paint and smoke detectors.

The original layout of the building really lent itself for hostel use. There are 11 rooms, some of which are quite large (the men's dorm is 7x7 meters) One room has a private bathroom, the rest of the rooms share. The hostel can accommodate up to 50 guests. The floors are all wood and the building has very high ceilings, which give it an open airy feel. There is a grand staircase that comes up from the sidewalk. The hostel occupies the upper floor of the building; however, there is a back staircase that leads down to a patio area for guest use. In the lobby there is an Internet Café with computers for guests and the general public to use.

The hostel is located one block up from the ocean and is a great location for travellers. Everything one needs is within walking distance (ie. bank, post office, restaurants, movies, library, bus terminal, pub, etc.).

We have been open for business since February 2003. Many people in the community that have watched the renovation drop by to have a look at the inside. We welcome this opportunity to show off the building and let them know what a hostel is all about. Many times this has resulted in a word of mouth recommendation. You will find yourself giving many "tours" of the building.



101 Waianuenu Avenue

Duties and Responsibilities

The work experience commitment is 7.5 hours a day, five days a week. It can best be described as varied and occasionally hectic.

Duties include:

- ♣ Opening the hostel in the morning or closing in the evening
- ♣ Checking guests in and out
- ♣ Bagging up laundry for the linen service to pick up
- ♣ Cleaning bath/shower rooms
- ♣ Vacuuming lobby and guest rooms
- ♣ Cleaning up kitchen area
- ♣ Selling Internet cards, phone cards and hostel merchandise
- ♣ Giving travel information
- ♣ Calling taxis for guests
- ♣ Taking reservations over phone and Internet
- ♣ Giving tours of hostel
- ♣ Settlement of credit cards, and cash

The good news is you can take breaks! Even though it can seem crazy at times it is an enjoyable work environment and most guests are easy to deal with.

We have developed protocols for handling most tasks at the hostel and I will go over that with you during your training.

Hilo is a small and traditionally minded community where impressions are made quickly. From the very start I have tried to encourage the highest possible legal, ethical and moral standards for the hostel and feel that as a result we have a very good reputation in the community. It is important that staff keeps this in mind in how they behave and interact with guests and the community at large. There is a resident manager on hand to help out if you have questions or have a difficult situation to deal with.

Individual Project

Your internship at Hilo Bay Hostel will hopefully be enjoyable with the most valuable experience being your individual project. In consultation with the owner of hostel and you, we will identify an area of the business that you can develop.

An example of this is the Internet Café we have added. Since opening we have always had a computer for guests to check their emails and make travel plans. While we did charge a nominal fee, it was not really a moneymaking thing. The hostel is open from 7:00am to 10:00 pm and there is already someone in the office so it was suggested that we get a few more computers and open it up to the general public. We shopped around and chose Dell computers, put a sign at the entrance to the building, got Internet Café software, and gave it a try. We now have four computers and they paid for themselves in 10 days! A huge success.

The hostel has only been open for 24 months so there are many areas that can be developed. Special events, online reservation system, vending machines, marketing strategies, retail merchandise, etc.

This is a chance to use the strategies and knowledge learned at university to identify a need, do research, develop a plan, and implement that plan.

Community Involvement

During your time in Hawaii, you will be required to join or participate in an activity or interest that will allow you to meet local people.

This may take the form of (but is not limited to) the following:

- ♣ Hula Halau (as a musician or performer)
- ♣ Martial Arts Club
- ♣ Canoe Club
- ♣ Hawaiian/Asian Cooking Class
- ♣ Hawaiian Massage/Healing
- ♣ Hawaiian Instrument/Woodworking Class
- ♣ Hawaiian crafts (including lei making)
- ♣ Sailing Club
- ♣ Volunteer work at local museums, environmental projects, etc.

Internship Application

Surname _____ Given Names _____

Date of Birth _____ Gender _____

Address _____

Phone No. _____ Mobile No _____

Email Address _____

Citizenship _____ Passport Number _____

Current University Course _____

Foreign Language/s _____

First Aid Certificate?

What abilities, interests and/or personal qualities do you possess?

What do you hope to gain from this experience?

PLEASE ATTACH A CURRENT RESUME/CV AND EMAIL TO:
scott@hawaiihostel.net

Insurance

Insurance to cover you for accident or injury while in Hawaii is required. It is the responsibility of interns to arrange and pay for this insurance.

Travel Plans

It is the responsibility of the individual to arrange and pay for his or her own travel to and from Hawaii.

Visas

Individuals (non US citizens) will be required to have a J1 visa to work at the hostel. Hilo Bay Hostel will assist in any way possible to help obtain this visa.

Stipend

Interns will receive a weekly stipend of (\$225.00) two hundred twenty five dollars for meals and personal expenses.

Housing

A bed in a dormitory-style room as well as free linen is provided.

Letter of Recommendation

Upon your successful completion of internship at Hilo Bay Hostel, you will be given a letter of recommendation highlighting your responsibilities and achievements. As the owner of the business, I will be available as a reference for your future employment.

INTERNSHIP AGREEMENT

Hilo Bay Hostel Internship Program

This agreement outlines the obligations of the intern and Hilo Bay Hostel. The purpose of this agreement is to ensure that the experience is productive and beneficial to both parties.

This internship agreement is between _____
and **Hilo Bay Hostel, LLC**

This internship will begin on _____ and end _____

Intern Agreement

I, _____, acknowledge that I have been given a unique opportunity to gain valuable work experience at Hilo Bay Hostel in Hilo, Hawaii. I have reviewed the Intern Package and feel confident that I will be able to fulfill the job duties and special project requirements described therein. I agree to the following:

- 1) Arrive for work on time and appropriately dressed.
- 2) Complete daily duties in a professional manner (37.5 hours per week)
- 3) Comply with all Hostel rules, procedures, and policies.
- 4) Maintain personal health and accident insurance.
- 5) Report any serious problems, including safety and personnel problems.
- 6) Complete special project before end of internship.

Hilo Bay Hostel Agreement

Hilo Bay Hostel will undertake to provide a valuable internship to gain practical experience in the hospitality field. Interns will also work on special event planning and marketing projects. Hilo Bay Hostel will provide:

- 1) Free bed in dormitory, including linen
- 2) Unlimited high-speed Internet access
- 3) Weekly stipend of \$225.00 U.S. Dollars.
- 4) 2 Hostel t-shirts
- 5) Tours of the Big Island (with Mc Beath Tours on a space available basis)

Intern's Signature

Date

Scott Owens, for **Hilo Bay Hostel, LLC**

Date

This internship is a cooperative program between Hilo Bay Hostel and Intern. It is meant to provide the intern with skills and knowledge needed in their chosen field of study or occupation. Either party may terminate this agreement at any time.