

# HOST COMPANY HANDBOOK

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**Pan Atlantic**  
Exchanges

# Host Organisation Handbook

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We encourage our Intern/Trainees to contact Pan Atlantic for assistance at any time. We are here to support you during your training program.

<https://www.panatlanticexchanges.org/contact.html>

## Requirements of a Host Organisation

All host organizations are required to provide a work environment that is free of discrimination and harassment – sexual, racial, or otherwise. “Work environment” is defined as anywhere your intern or trainee is training: in your office, an off-site work location, at a social or non-social function sponsored by your organization, etc.

Host organizations must also endeavor to prevent harassment of your international intern, trainee, or professional by any individual who is on your premises or has a business or other relationship with your organization. This includes vendors and clients.

Host organisations should also:

- Prepare and adhere to a training plan that has been approved by Pan Atlantic
- Provide a suitable workspace and necessary equipment
- Offer ongoing supervision and evaluation of the intern or trainee
- Have a workers’ compensation policy (or equivalent) that covers the intern or trainee
- Hold an Employer Identification Number or Federal Tax Identification Number
- Provide interns or trainees with access to opportunities for cultural exchange
- Provide at least 32 hours per week of training

## Site Visits

Site visits may be required if you are new to the J1 program so we can ensure your organisation can deliver a positive, productive, and professional training program. This is a U.S. Department of State Requirement. These visits are fairly short and will be easy to fit into your workday. The designated representative will contact you to schedule this. During the visit they will take pictures of the site of activity, the intern/trainee’s work space, and collect your business card.

If your company does not meet the below requirements, a site visit is required.

- You have less than 25 full-time staff members
- You generate less than \$3 million in annual revenue

## Training Plan Overview

A formal training plan outlined on Form DS-7002 is required by the U.S. Department of State; it is an integral part of the training program. The training plan is completed by the host organization before being reviewed by the Pan Atlantic Team. Once the training plan has been approved, it is then agreed to by the intern or trainee. This process helps ensure that every participant gets valuable and relevant professional development as well as a better understanding of American culture.

The training plan describes what the intern or trainee will do during their program, what skills they will learn, how cultural exchange will be encouraged, and how their performance will be measured.

The training plan must also:

- Detail information about the host organization and nature of the internship or training position being offered. (To promote the development of useful career skills)
  - Please note that clerical, administrative, or menial tasks and responsibilities are limited to less than 10% of the training

- Be specific to the individual intern or trainee; this means appropriate goals, knowledge, and methods of supervision and evaluation.
- Chart the stages of professional development.
- Set tasks and objectives to help interns or trainees, host organizations, and Pan Atlantic fully understand expectations.
- Ensure that the training is relevant to the intern's or trainee's goals and background (and does not duplicate previous experience).
- Have an adequate number of phases (determined by the program's length).
- Include a minimum of 32 hours per week of training.
- Provide opportunities for cultural exchange both inside and outside the office; this includes interaction with American colleagues in English-speaking settings.

## Hospitality Training Plan Guidelines

### Hotel Properties

- Host Organizations should have broad operations to facilitate a comprehensive training in the hospitality field including rotation through different roles in different departments. Typically, qualifying properties are rated four star or higher. In addition, the property must provide extended amenities like concierge services, banquets/events, fine dining restaurant (see below for restaurant criteria), room service services, etc. Amenities like gyms, pools, and continental breakfast, do not qualify towards the extended amenities requirement.
- Training plans must show growth and development of skills and show that they are not only learning the task but understanding how it fits into the overall successful operation of the property. Interns/Trainees are encouraged to learn about budgeting, marketing, management, and scheduling by shadowing and observing supervisors to gain a broader understanding of the property and industry.
- **Training Plan qualifications:**
  - Each phase should not last more than six months
  - A phase in housekeeping should not last more than six weeks
  - Maximum training period of 12 months
  - The following activities must not exceed 10% of the training plan and can only be included if is necessary:
    - Busing tables, food running, bar backing, hostessing
    - Cleaning guest rooms
    - Night audit/bookkeeping and overnight shifts
    - Breaking down and setting up of events
  - The following areas are not acceptable positions for the J1 program:
    - Spas
    - Valet/bellhop
    - Security, maintenance, general manual labor
    - Laundry Service
    - Bartending
    - Barista

## Restaurant Properties

- For both culinary trainings or hospitality trainings taking place in a restaurant, the location must be a fine dining establishment in order to qualify. Typically, locations that qualify include amenities like wine pairings, sommelier, multi-course offerings and rotating menus. Family or casual dining style restaurants, franchises and counter service restaurants do not qualify. This criterion also applies to hotel restaurants (see above).
- Training plans must show growth and development of skills and show that they are not only learning the task but understanding how it fits into the overall successful operation of the business/industry. Interns/Trainees are encouraged to learn about budgeting, menu planning, management, and scheduling by shadowing and observing supervisors to gain a broader understanding of the business and industry.
- **Training Plan qualifications:**
  - The following activities must not exceed 10% of the training plan and can only be included if is necessary:
    - Basic food prep tasks (chopping, portioning, storing, etc.)
    - Cleaning and sanitation
  - The following areas are not acceptable positions for the J1 program:
    - Washing dishes
    - Cleaning/maintenance

## Completing a Training Plan

### Phases of Training

- Must include an orientation phase

	<b>General Intern</b>	<b>Hospitality Intern</b>	<b>General Trainee</b>	<b>Hospitality Trainee</b>
<b>0-3 months</b>	2+	2+	2+	2+
<b>3-6 months</b>	2+	2+	2-3+	2+
<b>6-12 months</b>	3+	3+	3-4+	4+
<b>12-18 months</b>	N/A	N/A	4+	N/A

### Brief description of the intern's or trainee's role

- Provide a high-level description of the training.

### Specific goals and objectives for this phase

- This section should answer what the intern or trainee will learn and accomplish, not what they will do for the company. This is a subtle but important difference. These are high-level goals for the program.

### What specific knowledge, skills, or techniques will be learned?

- Expand on the above answer by providing detailed descriptions of the specific expertise the intern or trainee will learn during their training.

### What plans are in place for the intern or trainee to participate in American cultural activities?

- Indicate specific cultural exchange opportunities that will be delivered as part of your intern's or trainee's experience. Examples include: conferences/lectures, dinner at a colleague's home, concerts, company-sponsored events (bowling, golfing, softball, parties, etc.), sporting events, museum visits, BBQs/picnics, cultural festivals, and participation in company clubs/groups.

How, specifically, will the skills, knowledge, or techniques be taught?

- Be specific about the development activities in which the intern or trainee will engage. There may be a classroom component or perhaps the intern or trainee will shadow a staff member through various tasks and responsibilities. Be sure that the training you provide is relevant to what the intern or trainee needs to learn, as stated in previous sections.

Methods of supervision. Who will provide daily supervision of the intern or trainee, and what are their qualifications to impart the planned learning during this phase?

- Include the name of the supervisor listed in Section 2 along with this person's title and qualifications. This is about supervision, not about evaluation. You can list where and how often the supervisor and intern or trainee meet, what will be discussed, and how these meetings align with training objectives. You also could list how and when the intern or trainee can reach out to the supervisor.

Methods of performance evaluation. How will the intern or trainee's acquisition of new skills and competencies be measured during this phase?

- Describe how you will evaluate the intern's or trainee's performance against the goals and objectives stated in the training plan. Please be as specific as possible.

## Evaluations

Evaluations are a way for both Pan Atlantic and the U.S. Department of State to ensure that J-1 exchange programs are meeting program objectives; they are also tools to help Pan Atlantic improve the J-1 programs to serve future interns and trainees better. There will be a total of five evaluations over the course of each training program: three to be completed by the intern or trainee and another two to be completed by the host organization supervisor. Shortly before evaluations are due, Pan Atlantic will email the host organization supervisor and the intern or trainee separate links along with instructions.

- The emails come from an automated system. Please ensure you check your junk/spam folder.
- You will receive two additional follow up emails if you do not complete the evaluation.
- Supervisor valuations will be conducted at the program's midpoint and at the program's conclusion. It's important that all evaluations be completed and returned on time; they are a U.S. Department of State requirement.

## Wage Information

International interns, trainees, or professionals who receive a stipend as part of their program are generally paid on the same schedule as other employees – weekly or bi-weekly – either by check or direct deposit into their bank account. Participants must be paid as regular employees and cannot be paid as independent contractors.

All international participants who receive a stipend are required to pay some but not all taxes paid by U.S. citizens.

Participants must pay:

- Federal income tax
- State income tax
- Local or city income tax (if applicable)

Participants do not pay:

- Social Security and Medicare tax (FICA)
- Federal unemployment tax (FUTA)

At the end of the tax year, host organizations must send [IRS Form W-2](#) to all international interns, trainees, and/or professionals who were paid. If the participant's program takes place in two or more tax years, you must send a W-2 each year. Be sure to collect and confirm your participant's home address before their program ends; that way you can mail their W-2 even if they have already left the country. (Alternatively, if your organization uses an online system to distribute W-2s, confirm that your participant(s) have and retain access even after they leave the U.S.)

If FICA/FUTA has been withheld from your participant's paycheck by mistake, you will need to change withholding taxes for all future paychecks and remind your participant to claim a refund when filing their federal tax return. (See instructions for IRS Forms [941](#) and/or [944](#) for more information).

## Program Extensions

To qualify for an extension, the host organization and intern or trainee must agree on a new phase of training that should be added to the training plan via a new DS-7002. Extending a program is a great opportunity to add value to the internship or training program by expanding training into new areas of skill development.

Extensions must be a minimum of three weeks in duration and must take place with the original host organization. The total duration of the program, including any extensions, must not exceed the maximum program length:

- Interns: 12 months
- Trainees (standard training and hospitality management training): 18 months
- Trainees (all other hospitality training): 12 months

To begin the process, please contact Pan Atlantic no less than 6 weeks in advance.

## Program Withdrawals and Participant Issues

If problems or concerns arise with your intern/trainee regarding their performance, please discuss the issue directly with your participant. Most issues result from poor or incomplete communication and can be resolved when problems are discussed openly, and expectations are established.

If a problem cannot be resolved or there are extreme performance issues and the program needs to be shortened, you should contact Pan Atlantic as soon as possible to discuss next steps.

- Please note that program withdrawals should be a last resort.

The withdrawal process generally includes the following:

- The host organization and participant agree to a last day. Depending on the situation, this can be immediate; however, the participant should be given at least two weeks notice (if possible).
- The participant's DS-2019 will be shortened to reflect the last day at the host organization.