



## J-1 HOSPITALITY TRAINING PROGRAMS AT FIDDLER'S CREEK / MARCO BEACH OCEAN RESORT

Fiddler's Creek / Marco Beach Ocean Resort provides unique and structured training programs for Hospitality Professionals interested in Hospitality and Resort Management. When selecting a host property, J-1 applicants need to research and evaluate all available information and to ask as many questions as possible. To ensure success it is important to have informed expectations of both the training program and the property.

Our company has implemented successful internship programs for more than 13 years now and our goal is to provide both professional development and cultural understanding that will positively impact your career once you return home. We strive to provide the highest levels of customer service and are seeking individuals who share that passion and focus. Our internship program offers an invaluable cultural experience as well as professional development gained alongside esteemed professionals in the hospitality industry.

### PROGRAM LOCATIONS

#### **The Club & Spa at Fiddler's Creek**

Company Website                      [www.fiddlerscreek.com](http://www.fiddlerscreek.com)

Company Location                      Naples, Florida

Location Description                      Like a world-class resort, Fiddler's Creek® transports you to a peaceful life of relaxation, recreation and entertainment. This distinguished Florida golf community offers some of the finest amenities, events and options for dining in Naples. The Club & Spa is a cutting edge facility within its category; one of the largest clubs in SWFL, offering a vast variety of activities, dining opportunities, membership options, including golf and beach and boating. At The Club & Spa at Fiddler's Creek®, members enjoy superb amenities and year-round activities that set Fiddler's Creek® apart from the rest. Amenities offered at Fiddler's Creek include a 54,000-square-foot clubhouse with a multipool complex, spa, fitness center, casual and elegant dining, tot lot and tennis courts. Residents also enjoy an extensive calendar of events from poolside parties, dinner shows, complimentary concerts, themed events, as well as classes tailored to the entire family. The dining experience at Fiddler's Creek brings you choices for every occasion, mood and taste. Dine at Caxambas® and soak in the 1920s ambiance with traditional and contemporary menu options. Enjoy a waterfront lunch at The Gator Grille<sup>SM</sup>, which overlooks the first fairway of The Creek Course. The Gator Grille overlooks The Creek Course and offers al fresco lunch by the pool or lake. It offers traditional items such as sandwiches, burgers, salads as well as creative menu options.

#### **Marco Beach Ocean Resort**

Company Website                      [www.marcoresort.com](http://www.marcoresort.com)

Company Location                      Marco Island, Florida

Location Description                      The resort epitomizes the AAA Four-Diamond standards. Marco Beach Ocean Resort features casual resort dining, a spa and fitness center, pool and hot tub, rooftop gardens, and four miles of white sand beach. Our Concierge and international staff accommodate

personal tastes and regularly exceed expectations. The resort is unique among Marco Island beach resorts, offering a level of elegance that has been almost lost in today's one-size-fits-all approach to hospitality. You will be pleasantly surprised to discover that we pride ourselves in offering a fresh and energetic perspective on spoiling each guest. We are setting a new standard among Marco Island resorts offering everything from sunny, windswept walks on the beach to Concierge-arranged golf outings at one of Florida's award-winning championship courses. Marco Beach Ocean Resort takes great pride in creating a memorable experience for all its guests.

**Sale e Pepe** – Located beachside at the nearby Marco Beach Ocean Resort® on Marco Island, award-winning Sale e Pepe® offers exquisite Italian cuisine in authentic surroundings of aged stone, marble floors and hand-painted frescoes. Choose your dining pleasure from candlelit elegance in the Dining Room, to resort casual in The Saletta, to al fresco on The Terrace. Our Italian-born chef and his culinary team present a broad a la carte menu or tasting menus, paired with wines from an extensive wine list honored with Wine Spectator's "Best of Award of Excellence" from 2006-2017. Accolades also include the AAA Four-Diamond Dining Award from 2005-2017.

**The Saletta** – Offers a café-style experience for breakfast and lunch and welcomes guests for Happy Hour in the late afternoon for drinks and a light bar menu.

**The Terrace** – Open all day, offers a casual atmosphere, with guests enjoying a beautiful sunset over the Gulf.

The Resort also offers the Poolside Bar, the Beachfront Bar & Grill, as well as 24-hour In-Room Dining.

## TRAINING PROGRAMS OFFERED

### Food and Beverage

This position offers participants the opportunity to gain hands-on experience in the food service operation within the hospitality industry. Participants will be exposed to the daily operations within the food service industry, while performing their practical training assignments. Training focuses on service standards, complaint resolution, teamwork and learning the position in order to understand its management and overall role in the operation. Practical training assignments/rotations may include: server assistant, host/hostess, food service, room service, beverage service, banquet/catering service. The training program in Fiddler's Creek usually begins in October and lasts either six or twelve months. The training program at Marco Beach Ocean Resort can begin at any time of the year and lasts 12 months. Participants are given the opportunity to experience all aspects of the Food and Beverage department in an exclusive club/hotel environment. They are monitored and guided by Hospitality professionals with proven expertise in the field. We provide a Training Plan or DS-7002 Internship Placement Plan, which will clearly describe what the intern will be doing through each stage of the training. It will also state what the pay rate, number of hours per week and Worker's Compensation Carrier. Performance evaluations will be conducted at the end of each stage of the training plan, by the person indicated as a "Supervisor" on the DS-7002 form. The training usually begins with an Orientation, which is a proper introduction and a strong foundation for the future success of the program. The participant will learn the Company standards and expectations that will allow them to have a complete understanding of the roles each party (the participant and the host property) plays in the overall success of the training program. During this phase valuable knowledge is obtained and key relationships are formed. Depending on the length of the program, the stages are different, but all plans include rotation between the fine dining Caxambas restaurant and the casual bar and grille, combined with pool service. The 6 month plans, include 3 stages and are more intensive, while the 12 month plans include an advanced training at the end, which will be focused on the leadership competencies of Cooperation, Results Driven, Handling Problems and Conflict. The training program at Marco Beach Ocean resort focuses more on hotel food and beverage operations and fine dining standards since Club is different than a Hotel environment.

All the Food and Beverage training plans guarantee participants will earn no less than the minimum wage in Florida per hour. However, the rotations include gratuity, which is traditionally 15% of the check, so the actual income earned will be higher than the guaranteed minimum.

The hiring team is looking for enthusiastic and pleasant applicants, with a positive attitude and a strong work ethic. Strong conversational English is important.

## Culinary Arts

This position provides participants the opportunity to gain hands on culinary experience while being exposed to the operation of a culinary department within the hospitality industry. Practical training may include food preparation, sauces, stock, line cooking, pastry, breads, dessert, inventory, and kitchen sanitation. Additionally, training will focus on service standards, food cost, health and safety, inventory and purchasing, teamwork and learning the position in order to understand its management and overall role in the operation. All the Company managers will reinforce the knowledge, skills, abilities, behaviors, and expertise used in the hospitality industry. We offer a 6 month culinary training program at Fiddler's Creek and a 12 month program at Marco Beach Ocean Resort. As a rule, there is a DS-7002 Internship Placement Plan to identify specifics of the training. The first stage is always an Orientation. The objective of this phase is to build a foundation for a successful training program. The participants two weeks will be dedicated to providing an introduction that orientates the participant to policies, procedures, general operations and customer service standards. S/he will be given a tour of the host property and introduced to staff within each department. During orientation valuable knowledge is obtained and key relationships are formed. To highlight the varied skill sets and functional areas of the training, the program will include different phases focusing on departmental and/or functional rotations. The next stage is usually "Commis Chef." The participant will work on many different teams before they move on to a higher chef role; therefore, a commis chef must be able to effectively communicate with other members of the kitchen staff. This includes being able to gracefully receive constructive criticism as well as effectively carry out orders. Additionally, a commis chef also needs to be able to remain calm while multi-tasking, as they are often called upon to carry out many different orders simultaneously in a brief amount of time. Like all members of the kitchen staff, the commis chef must maintain high standards of health and safety. The commis chef must also perform many basic tasks of food preparation and organization in the kitchen, learn and become familiar with the menus and the items' descriptions and pricing. The "Commis Chef" stage is usually followed by "Chef de Partie" station. A chef de partie is responsible for all culinary dishes that are prepared in their section. Because of this, a successful chef de partie must be very knowledgeable about his or her specialty, as well as culinary functions in general. A person in this role must also be very organized and comfortable working in a high-pressure environment. In this phase, the participant will work under the Chef de Partie to be exposed to the role and learn the importance of this function. The final stage is "Advanced Training." The program is designed to enhance the participant's skills within the hospitality industry through exposure to American techniques, methodologies and expertise. During this phase, the participant advances to a higher level of training through the learning and development of new skills. The training supervisor/manager is available as a resource to assist the participant throughout the training program and will conduct regular meetings to discuss progress and complete written midterm and final evaluations.

All the Culinary training plans guarantee participants will earn no less than \$12.00 per hour. Occasionally if the management feels that a particular candidate has more experience and practical knowledge, they would be offered a higher training rate.

## HOUSING, MEALS & UNIFORMS

### Housing

Currently we do not provide housing for our seasonal employees, nor transportation to work. We work with a local realtor - Teodora Mitova, who assists interns and provides housing options to accommodate everyone based on their training/work location. Purchase of bicycle is recommended.

Usually the housing apartments are 3 miles from the work site, fully furnished (including internet), place two people (same gender in the apartment) per bedroom (separate beds) typically in two-bedroom/two-bath apartments with full amenities (swimming pool). Traditionally participants bike to/from work, shopping, etc. The housing cost is around \$400-\$500/month.

Horizons Real Estate:

Ms. Teodora Mitova	(239) 394-8655	teomitova@gmail.com
Ms. Cindy Scarpaci	(239) 682-6076	cindy@mymarcoisland.com

### Meals

We provide one free meal per shift for all employees.

### Uniforms

Partial uniform is provided. Please be sure to secure slip resistant white sneakers and slip resistant black shoes, black pants and a white long sleeved dress shirt.

## AMERICAN CULTURAL ACTIVITIES

The J-1 Visa enables international students to travel to the United States and participate in an academic Exchange Visitor Program designed to enhance cross-cultural understanding. The objective of the J-1 Visa is to facilitate exchanges that allow individuals from around the world to gain a firsthand understanding of U.S. culture and institutions and to foster a better understanding of the American perspective on a variety of issues.

Fiddler's Creek / Marco Beach Ocean Resort has successfully incorporated a variety of cultural activities as part of its training plans. We have numerous sports tournaments, beach clean-ups, boat and street parades, food and wine festivals, employee holiday appreciation lunches, etc. A community tradition for many years, the Passport to Fiddler's Party celebrates the diverse cultures and ethnic specialties from our international staff. During this spectacular night, attendees have the rare opportunity to taste over 80 different dishes including appetizers, entrees and desserts created by our executive chef and his extraordinary culinary team. These authentic dishes are prepared based on traditional recipes provided from each employee's homeland. The staff of Fiddler's Creek proudly wears their traditional attire, representing the countries they come from. The ambiance depicts that of an Ethnic Festival many have enjoyed across the country, concluding with an international flag parade and a world class fireworks display enjoyed by everyone attending this memorable event.

In November 2015, Marco Beach Ocean Resort and Marco Island-Charter Middle School (MICMS) instituted a new partnership and unique cultural exchange opportunity. The newly recruited J1 interns took on the role of Cultural Ambassadors to the MICMS sixth graders and their teacher. The interns presented information about their unique cultures, which included sharing their country's flags and currency. Following the presentation, the interns answered a variety of questions from the students. The event was enjoyable and informative for both interns and students, and made *world a little bit smaller* for everyone. We look forward to continuing this program for years to come!

We take great pride in welcoming J-1s to our organization. On August 28, 2017, we celebrated the third annual J-Day at Marco Beach Ocean Resort. This event honors cultural diversity and celebrates the eleven countries represented by 30 new interns! A fun-filled Field Day was held with traditional American BBQ menu items including a s'mores station for dessert. All interns were encouraged to bring their own national dishes. The International Table showcased some amazing fare-lumpia, pancit, buko salad, maja blanca, and mango float from the Philippines; Polish pierogi and sharlotka (apple pie); coconut balls, chocolate and banana-filled crepes, salty potato pancakes, and savory cheese pie from Romania; Russian pelmeni; and curry chicken from India. And it wouldn't be a Field Day without field games *Human Knot*, *Coast to Coast Scavenger Hunt*, and everyone's favorite *Frozen Fitting Room!*

This year's J-Day coincided with the City of Marco Island's 20th anniversary. Special guests this year included Chadd Chustz, Environmental Specialist with the City of Marco Island, who shared his exciting "Celebrate Wildlife" presentation. We learned about local flora and fauna, including information about local manatee rescue initiatives, nesting seasons of loggerhead turtles, burrowing owl preservation efforts, and everyone's favorite - sea turtle and gopher tortoise habitats and handling. We were also pleased to have Lynn Kittelson with American Hospitality Academy join us this year. AHA has provided consistent support of our J-Day and we are happy to have such a wonderful working relationship with them. At the end of the day, we consider ourselves fortunate to live in Southwest Florida, rain or shine. And no matter what, we always wrap up the day with a perfect group picture at sunset!



▲ MICMS Cultural Exchange



▲ Passport Party



▲ Passport Party



▲ J Day



▲ Passport Party



▲ J Day



▲ MICMS Cultural Exchange



▲ J Day 2017  
09-20-17



▲ J Day



▲ J Day



▲ J Day



▲ J Day



▲ J Day



▲ J Day



▲ MICMS Cultural Exchange  
09-20-17

## AREA INFORMATION

The state of Florida is divided into 67 counties. Collier County, which includes the cities of Naples, Marco Island and Everglades City and the villages of Goodland and Ave Maria, is the largest County in the State with a total area of 2,305 square miles, and a land area of 2,025 square miles. Almost 80% of that is set aside as preserve lands, including Big Cypress National Preserve, Everglades National Park, two national wildlife refuges, one national research reserve, three state parks, one state forest and many County, City and private parks and nature preserves, including Audubon's Corkscrew Swamp Sanctuary.

### Nearby

#### International Airports

Southwest Florida International Airport (RSW/KRSW) in Fort Myers, FL - 49 miles away

Miami International Airport (MIA/KMIA) in Miami, FL - 101 miles away

Ground transportation from airport is available upon request. Approximate cost per pickup: Miami - \$200 +20% gratuity; Fort Myers - \$85 +20% gratuity.

### Beaches

Naples has two beaches on the Dr. Beach Top Ten USA Beaches list for 2014. Barefoot Beach Preserve Park is listed at #2 and the beach at Delnor-Wiggins Pass State Park is listed at #10.

The Travel Channel designated Naples as America's Best All-Around Beaching 2005, due to the diversity of great things to see and do in the destination, all surrounded by beautiful white sand beaches. U.S. News & World Report ranked Naples as the #2 beach in Florida in 2011, and as the #5 Most Relaxing Beach in the USA and Caribbean. Trip Advisor ranked Naples in the Top 25 USA Beaches Poll in 2011 at #13. Condé Nast Traveler magazine named Naples one of the 20 Best Beaches in America in January 2006.

Marco Island is ranked as the #1 USA Island and the #4 Island in the World for 2014 by TripAdvisor's Travelers Choice awards.

### Golf Destination

Known as the Golf Capital of the World, Naples has the most golf holes per capita in the United States.

### The Arts

Naples has been named "The #1 Small Art Town in America" by author John Villani in his book The 100 Best Art Towns in America. In choosing Naples as # 1, Villani notes the area's amazing range of natural splendor along with its sophisticated and serious art galleries, its art fairs, community art centers and the Philharmonic Center for the Arts complex.

There are approximately 100 art galleries in the greater Naples area, extending from Gallery Row in downtown Naples all the way out to the Big Cypress Gallery in the Everglades - the studio of famed black and white nature photographer Clyde Butcher, known as the "Ansel Adams of the Everglades" for his stunning, large format black & white Everglades landscapes. Both the Marco Island Center for the Arts and The von Liebig Art Center in Naples offer free galleries, excellent gift shops featuring work by local artists and a full lineup of classes and workshops.

The world class Artis—Naples, home to the Naples Philharmonic Orchestra and concert hall and the Baker Museum of Art, has helped put Naples on the map as a premiere cultural destination, as have the area's many nationally recognized art festivals.

Naples is said to have more millionaires per capita than any other city in Florida.

## Shopping

Downtown Naples' Fifth Avenue South and Third Street South shopping districts are renowned for their unique boutiques offering fashion, gifts and fine art – situated along pedestrian friendly, tropically landscaped avenues. Third Street South even has a live Street Concierge offering helpful advice on area shopping and dining.

Waterside Shops in Naples is home to some of the world's top luxury retail brands, including Saks Fifth Avenue, Nordstrom, Tiffany & Co., Louis Vuitton, Gucci, and more.

## Attractions

Naples Zoo is the only zoo in the southeastern United States featuring the rare Madagascar predator, the fosa. Two are in residence in Naples. The zoo is one of only four in the U.S. to exhibit the African honey badger, also known as the ratel. A YouTube video of honey badgers narrated by "Randall" has surpassed 55 million views, making the honey badger much better known to many. Randall has also recorded a Naples Zoo Honey Badger video, available on YouTube. The zoo's primate population, including lemurs, monkeys, apes and gibbons, all live cage-free on islands in a large lake. A pontoon boat ride takes guests for up-close viewing of the primates on their islands. The zoo's new herd of giraffe are now on display and visitors may engage in feeding activities.

Naples Botanical Garden has the most extensive show garden of plumeria in the country and perhaps the world, and is the official repository of every known cultivar of plumeria, over 300.

Marco Island is the largest of the so-called Ten Thousand Islands, a string of mostly uninhabited mangrove islands that stretch from Naples down to the southern tip of the Florida mainland. The islands provide an unspoiled natural habitat that is a haven for saltwater fishermen, nature lovers, kayak and canoe paddlers, photographers and more.

Immediately south of Marco Island the Ten Thousand Islands National Wildlife Refuge begins. Several eco-friendly guided Waverunner tours are available from Marco Island, taking visitors into the nation's only subtropical mangrove forest. The Waverunners stop frequently to view wading birds including roseate spoonbill, egrets and herons, as well as marine mammals including dolphin and manatee. The new Marsh Trail refuge access off of the Tamiami Trail provides easy access to the Ten Thousand Islands Wildlife Refuge for kayaking and paddling, and is an excellent location for hiking, birding and nature photography.

The Big Cypress National Preserve was the first National Preserve established by the National Park Service, on October 11, 1974. The 729,000 acre preserve allows more recreational activities than a National Park, such as hunting and off road vehicle use.

Everglades National Park's Gulf Coast Visitor Center is located in Everglades City, about 30-minutes from Marco Island and 45-minutes from Naples. Many people don't realize that Everglades National Park has many islands with white sand beaches, including Indian Key, Pavilion Key, Turkey Key and Mormon Key. Camping is allowed on some of the beach islands with a park permit. They are popular stops for boaters and paddlers exploring the Gulf Coast portion of the Everglades. The Gulf Coast portion of the Everglades is home to hundreds of species of rare birds, plants and animals. It is the only place on earth where alligators and crocodiles cohabitate and is home to North America's largest continuous mangrove forest. It is also a great area to view bottlenose dolphin in the wild. Everglades National Park is one of 21 World Heritage Sites in the USA.