



## **Schoolhouse Sustainable Tourism Internships**

**Updated 3 October 2015**

The Schoolhouse at Mutianyu Great Wall is a sustainable tourism enterprise that offers dining, lodging, and meeting solutions in unique settings just an hour from downtown Beijing. We offer challenging internships to international students who can bring talent, hard work, skills, and willingness to learn and share to our cross-cultural team.

### **About The Schoolhouse**

At The Schoolhouse we have redeployed existing village buildings to new uses, employ local people, support other locally-owned businesses, grow many of our own vegetables and fruits, procure foods locally in our Huairou District, and make almost everything fresh and homemade on our premises.

Our business principles are the ABC's of sustainability – respect for people, operating legally and ethically, and providing pleasant experiences to our guests.

The Schoolhouse operates three restaurants and a lodging business offering bed and breakfast rental homes and a 25 room eco-retreat hotel. A new orchard project is in development Our aim is to offer guests unique small scale experiences in branded enterprises while achieving efficiency via common management and back of the house systems.

### **About Our Internships**

The Schoolhouse offers internships tailored to provide value both for us and for the interns.

Each intern is assigned to a mentor from our management team who

provides guidance and encouragement outside of daily operations. Each intern is expected to devise and complete an approved special project that contributes to our business and that the intern can take away as a concrete achievement.

The internships typically involve rotation among a variety of job responsibilities requiring them to interface with both our full-time employees and managers as well as guests from around the world.

Some outstanding individuals seeking internships may bring significant work experience, credentials, education, and language abilities that may be of value to our business and we recognize this by offering senior internships at our discretion.

Past interns have included students and post-grads from Ecuador, USA, Canada, Germany, France, Belgium, Ivory Coast, Finland, and other countries and regions.

## **General Terms of Internship**

### **Start Date:**

Flexible

Internship Agreement Term:

Typically 6 months

### **Entity:**

Beijing Mutianyu Schoolhouse Restaurant Company, Ltd. (MSR)

### **Internship Location:**

Mutianyu Village, Beijing, China and  
Nearby

### **Internship Schedule:**

Typically 5-6 days including weekends, holidays, and some evenings

### **Trial Period:**

Not Applicable

### **Gross Stipend:**

Rmb 3,000 per month.

Some senior internships for individuals with a combination of more experience/credentials/education/multiple language ability, especially Chinese may be offered at the sole discretion of The Schoolhouse. Senior internships will offer a gross stipend of Rmb 6,000 per month.

Intern responsible for own taxes (if any).

Note: "More experience/credentials/education/multiple language ability, especially Chinese" means significant full or part-time work experience in a field related to our sustainable tourism business (such as hospitality, including food & beverage, hotel, activities leadership, etc.), certifications in sustainable tourism or other fields related to our business., academic degrees beyond BA, fluency in languages besides English (such as but not limited to French, Italian, Spanish, German, Japanese, Korean, and Mandarin Chinese).

**Lodging:**

Intern will be provided a shared room in manager's residence on the Brickyard Eco-Retreat site

Intern will be provided with housing on days off in Beijing

**Meals:**

Intern will be provided two meals daily each work day (Lunch & Dinner) with staff and also with the option to order a la carte one meal daily (appetizer, main, beverage)

**Local Transportation:**

Intern will be provided with round-trip transportation to and from Beijing on days off

**Communications:**

Intern must use a cell phone provided by MSR and MSR will reimburse RMB 20 per month in calling expenses

Intern is expected to provide own laptop computer for work purposes

All MSR facilities have free wireless internet.

**Visa and Invitation:**

Intern responsible for obtaining own visa for the People's Republic of China

MSR will issue an official invitation to be used to apply for the visa.

**Medical Insurance:**

Intern responsible for own medical insurance and must provide proof of coverage prior to beginning internship

**Airfare:**

Intern responsible for own international airfare to/from China.

**The (Not So) Fine Print**

1. We provide two staff meals a day and the privilege of signing for a la carte dishes (which interns are encouraged to try regularly rather than subsist only on restaurant staff meals). A la carte could include fruit, available on the menu at The Schoolhouse and for guests at the Brickyard.

We do not provide breakfast but we do provide a fully-equipped kitchen and interns are expected to do for themselves for breakfast (i.e. themselves buy supplies such as bread, butter, jam, cereal, milk, eggs, and fruit all of which are easily available).

Interns are expected to have the maturity to manage their own meals.

2. We provide transportation once per week to/from Beijing. This does not mean we provide a private car and driver for interns.

Rather, it means riding in a company car if convenient (in our sole judgment) for our business and if space available *or* riding with a manager who is provided with a car benefit if convenient for the manager. Otherwise, interns (and our assistant managers) are provided reimbursement for bus fare.

3. Work is usually scheduled for 5 days a week, sometimes 6. Interns may save up days off in coordination with their mentor.

We provide a reasonable hotel/hostel benefit that is meant to be sufficient for a private room or at least half of a semi-private room in a hostel or a two star business hotel for one or two nights a week. The actual amount of the benefit depends on market situation and our admin team members are happy to assist make bookings. Official receipts need to be provided unless otherwise agreed. The hotel benefit cannot be accrued and may only be used in Beijing

We do not provide any meal benefit on days off away from Mutianyu.

4. Interns are expected to work in the operations of our business as required, mainly in guest relations functions such as check-ins, reservations, hosting, and so on. Interns are expected cheerfully and proactively to perform these duties, demonstrating their awareness that we are a hospitality enterprise with service our sole product.

The operations assignments may account for about 20 hours a week *on average*, sometimes more, sometimes less, depending on business requirements. The amount of guest relations work is somewhat seasonal as well and interns here during high seasons may be required to do more guest relations work on a sustained basis.

Guest relations work tends to be intermittent and in bursts rather than steady throughout the day except for peak traffic days and holidays.

Interns are expected to be on-duty on official Chinese holidays without extra compensation.

Night hosting or night duty are compensated in addition to base stipend.

**5.** Interns are expected proactively to study our website, sales materials, and policies and procedures and master them.

We will provide training to the extent feasible for our small business.

**6.** Interns are expected to work on their projects through time-sharing during guest relations assignments, when they are not otherwise assigned, and outside of regular hours. Interns need to work hard on their projects and if they don't "do their homework" the results are likely not to meet our high expectations.

It is difficult to define a project in advance of arrival although the general nature of a project and the professional area can frequently be discussed, depending on the intern's interests and professional expertise.

After settling in and a process of mutual acquaintance interns are expected to dialog with the mentor on a project or projects that are worthwhile for both the intern and our business, affordable by our business, and achievable during the internship period.

Most interns have worked on a variety of small projects as well as one larger special projects. Creative feedback and suggestions for improvement from interns frequently lead to ideas for projects.

**7.** Interns need to be able to juggle priorities, change plans, and work under pressure. Our shared office spaces are intermittently loud, full of team members and guests, and desks are small and shared.

**8.** Interns do not need to know Chinese to succeed. Two of our most outstanding interns over the last seven years knew little or no Chinese when they arrived.

Living in the manager's residence with our Chinese managers, including

sometimes the opportunity to share a room with a Chinese colleague, is a great chance to make friends and share two-way language exchange.

Most of our managers, and many staff members, have a fair level of English ability. Emails are generally in English and everyone makes use of on-line tools such as Google Translate to help with both written and oral communication.

Interns need to come with an open mind about communication, dedication to the process of communicating, and the ability to channel frustration constructively. We can't give this to you; you have to bring it with you.

**9.** Interns are expected to develop work communication skills partly through practice with their mentor. This includes daily emails and phone calls as well as a generally weekly coaching session. These sessions specifically include a chance for the intern to provide feedback on living and working conditions.

The mentor is available 24/7 by phone in case of emergency.

Interns are expected to have the maturity to raise questions and complaints with their mentor so issues get addressed in time to make a difference.

**10.** Interns need to be self-motivated. It isn't enough to endure here.

To succeed and have a great experience interns need to push themselves to overcome difficulties creatively and to work really, really hard. The same as real life.

You will get out of this experience what you put into it. Don't come unless you are willing to make a serious commitment.

An intern who is not sufficiently proactive and productive or who shows a lack of respect for our people and our business will be counseled and may be required to leave the internship early for the good of our team.

**11.** Of course, it's hard to be far away from home and things familiar. Our whole team will try to help you adjust and also to have fun. That's right, **fun** -- an internship here should be a lot of fun.

**12.** Last but not least: All of these terms are subject to change according to our business requirements. We promise to consult with you and to be fair in the event of any substantive changes (of which there haven't been any for the last six years).