

PLACEMENT PLAN

PHASE 1

DESCRIPTION OF TRAINEE/INTERN'S ROLE FOR THIS PROGRAM OR PHASE

During this phase, the participant will be introduced to the Kalahari Resort's policies, procedures and systems. The participant will learn the core basics of the hotel's operations. Throughout the phase, the participant will gain a strong understanding of the company's corporate standards and culture.

SPECIFIC GOALS AND OBJECTIVES FOR THIS PROGRAM OR PHASE

The participant will focus on becoming familiar with the resort's operations, culture, and key personnel that make up our team. The participant will become immersed in the predetermined areas and learn the different aspects of how each department contributes to one Beyond Expectations experience. The participant will have assistance with obtaining proper identification as well as securing suitable accommodations or lodging as necessary.

HOW SPECIFICALLY WILL THESE KNOWLEDGE, SKILLS, OR TECHNIQUES BE TAUGHT? INCLUDE SPECIFIC TASKS AND ACTIVITIES (INTERNS) AND/ OR METHODOLOGY OF TRAINING AND CHRONOLOGY/SYLLABUS (TRAINEES).

The participant will: • Receive an orientation and introduction to the resort, learning about the various departments, policies and procedures and service standards of the resort • Meet with key personnel and managers and supervisors specific to the training area the participant will be located in for the duration of the program • Learn the management and human resources philosophy of the resort • Develop the customer service skills needed to succeed in Kalahari Resorts fast-paced hospitality environment • Receive assistance in settling into housing accommodations and filling out required paperwork

WHAT PLANS ARE IN PLACE FOR THE TRAINEE/INTERN TO PARTICIPATE IN CULTURAL ACTIVITIES WHILE IN THE UNITED STATES?

During Phase I, the participant will be invited to the Kalahari Resorts Manager Meeting. Each manager will briefly explain where they are from and career history. The participant will attend a Kalahari Experience class to learn about the resort's history, ownership and culture. Sharing suppers with the colleagues will occur each month they are in the program. These are the types of events available in the area: *January: Free Week: Since 2003, Austin has held the tradition of offering free shows during the first week of January. Local bands, venues, and promoters unite to celebrate the new year and all things awesome about local music. *February: Country Western Line Dancing at the Broken Spoke: Very popular activity/entertainment in Texas. Every Tuesday – Saturday at 8pm. Visit the Texas State Capitol Building and the Bob Bullock Texas State History Museum. *March: SXSW – free events throughout Austin for this 10-day festival *April: Zilker Garden Festival, Old Pecan Street Spring Arts Festival. *May: Texas BBQ – take a trip to Driftwood, Texas and eat lunch at the Salt Lick BBQ. There is also a winery onsite. Barton Springs Pool: great way to squelch the summer heat: 1,000 foot long natural limestone pool, fed by several underground springs. *June: Concerts in the Park: In its 12th summer season, these free ensemble concerts take place in the Hartman Concert Park in front of the Long Center City Terrace and run on Sunday evenings from May through August at 7:30 p.m. *July: 4th of July Fireworks & Austin Symphony Orchestra: Auditorium Shores. Orchestra at 7pm, Fireworks at 9:45pm. Blues on the Green: Free summer music shows in Zilker Park. *August: Congress Avenue Bat Flight: The Ann W. Richards Congress Avenue bridge in downtown Austin is the spring and summer home to some 750,000 bats with up to 1.5 million bats at the peak of the bat-watching season. It's the largest urban bat colony in North America. *September: SFC Farmer's Market Downtown: every Saturday 9am – 1pm, Republic Square Park. Also, Old Pecan Street Fall Festival • *October: Formula 1 activities- First and only track in the United States to be purpose-built for Formula 1. Free activities all throughout downtown Austin. *November: Thanksgiving event (TBD). Take a walk around Lady Bird *December: Trail of Lights in Zilker Park. The Austin Trail of Lights is part of the Austin experience, lighting up the season with a celebration of community, memories and fun *Events subject to change based on city or state orders.

WHAT SPECIFIC KNOWLEDGE, SKILLS, OR TECHNIQUES WILL BE LEARNED?

The participant will gain a clear overview of the Resort's operations and clientele and niche in the marketplace. The participant will learn the scope of the resort's activities, the history, organizational mission and objectives as well as the significance of the division of departments. The participant will begin acclimating to the U.S. with help from mentors and colleagues.

HOW WILL THE TRAINEE/INTERN'S ACQUISITION OF NEW SKILLS AND COMPETENCIES BE MEASURED?

The participant will have continuous interaction and feedback throughout the days of this phase as they learn about the resort and are guided through the initial paperwork and procedures as a new team member.

ADDITIONAL PHASE REMARKS (OPTIONAL)

PHASE 2

DESCRIPTION OF TRAINEE/INTERN'S ROLE FOR THIS PROGRAM OR PHASE

The participant will be part of a creative and innovative team that works together to design and create artwork for Kalahari Resorts and its guests. The participant will be trained in a variety of techniques including but not limited to painting, sculpting, carving, bead work & basketry, all while maintaining the resort's authentic African theme. The participant will have the opportunity to manage projects through: from the idea phase to the planning phase, to the final execution phase.

SPECIFIC GOALS AND OBJECTIVES FOR THIS PROGRAM OR PHASE

Kalahari Resorts Artists use a variety of mediums to create original pieces for use throughout the resort and for the retail operations. The participant will get hands-on opportunity to apply what he/she knows in real time and in a real world setting. This training program will expose the participant to facets of the industry that are unique to the U.S. as well as to the general nature of the American "work ethic" and culture. The experience will provide the participant with the opportunity to network, interact with industry experts and develop under the guidance of company mentors as well as participate in orientation and guest services training.

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The participant will participate in the following activities: 1. Exercise safety in all medium uses 2. Have a solid understanding of Kalahari Resort guest satisfaction program and how to carry that out 3. Develop interdepartmental communication skills when communicating with other departments 4. Ability to identify and use many of the mediums that are used in the art world 5. Ability to use all senses to ensure quality standards are met

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WHAT SPECIFIC KNOWLEDGE, SKILLS, OR TECHNIQUES WILL BE LEARNED?

The participant experience will include but not be limited to the following: • Pottery • Basketry • Textiles • Metal work • Painting • Rock art • Custom fabrication • Work with fiberglass • Planning to carry out an idea from start to finish The participant will learn the internal resort process of proposing a project, determining necessary inventory, planning the execution, and operating within a budget.

HOW WILL THE TRAINEE/INTERN'S ACQUISITION OF NEW SKILLS AND COMPETENCIES BE MEASURED?

The participant will receive an evaluation in their first 45 days and will be required to attend a follow-up session with

their department head to gain feedback and insight on the first 30 days of training. The participant will be given direct feedback from the supervisor, on a daily basis, and will be involved closely in one-on-one technical skills trainings when necessary. A final evaluation will be completed at the end of the training program.

ADDITIONAL PHASE REMARKS (OPTIONAL)

PHASE 3

DESCRIPTION OF TRAINEE/INTERN'S ROLE FOR THIS PROGRAM OR PHASE

This phase will go simultaneously with the Phase II. During Retail Operations phase the participant will get involved in activities with guests, vendor supervision, inventory, corporate group activities and team building. The participant will be responsible for providing a positive guest experience that exceeds expectations through effective and efficient retail operations. The participant will manage, order and maintain inventory needed for his/her artwork.

SPECIFIC GOALS AND OBJECTIVES FOR THIS PROGRAM OR PHASE

During this phase the participant will be encouraged to think creatively and engage passionately as he helps to develop African activities within the company, lead workshops, and participate in a variety of events at the resort and within the community. The participant will learn about basic business administration and get a general knowledge of principles and practices of a retail environment.

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The participant will: • Contribute, create and research ideas for new crafts, participate and plan activities for events and assist with those activities and weekly newsletters; • Contribute to finding entertainment for events; • Conduct arts and crafts and events; • Request and retrieve supplies, transfer requests and purchase orders, needed for daily use from central storage and vendors; • Assist with setting up, decorating, taking down items for daily activities and set up cart for the next day; • Maintain knowledge of current sales and promotions, policies regarding payment and exchanges and security practices; • Watch for and recognize safety risks and thefts, and know how to prevent or handle these situations; • Recommend, select, and help locate or obtain merchandise based on customer needs and desires, providing up-selling opportunities when appropriate; • Inventory stock and transfer new stock to stores; • Participate actively in taking monthly inventory.

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WHAT SPECIFIC KNOWLEDGE, SKILLS, OR TECHNIQUES WILL BE LEARNED?

Participant will learn the following: -Supervisory and inventory management skills in a retail environment -Anticipating store needs by learning inventory ordering and tracking -Learn event management skills by participating in the planning and carrying out of special events at the resort -Contribute unique ideas to help create special experiences

in Amatuli -How to interact with and engage guests in an authentic and traditional way -Marketing Amatuli offerings by holding artwork displays throughout resort

HOW WILL THE TRAINEE/INTERN'S ACQUISITION OF NEW SKILLS AND COMPETENCIES BE MEASURED?

The participant will meet with the supervisor on a bi-weekly basis to get a feedback on completion of the learning objectives. The participant will have a final written evaluation with the supervisor in the end of the program.

ADDITIONAL PHASE REMARKS (OPTIONAL)

The participant will not be stocking shelves, cashiering, or working the floor beyond initial training purposes or to become familiar with roles