

Professionally Speaking



June 2017

TRAINING NUMBERS TO DATE

Training Course	Participants
WorldHost	264
ServeRight Managers	57
ServeRight Servers	120
Other HRC Training	114

tourismhrc.com

Online Courses	Participants
ServeRight (Servers)	297
WHMIS	20
Global Village	2
Food Safety	8

Combined with National Certification products and training - **more than 1037** participants since April 1, 2017.

Serve it Up – Governor General Style

Recently, the Council was asked to work with this year's **Serve it Up** students and the program's mentor chef, Luis Clavel, to prepare and serve a breakfast for the **2017 Governor General Canadian Leadership Conference**. The event was a discussion on how Nova Scotia is preparing our students to be leaders in their chosen careers and showcased this new provincial career exploration program.

This year, Serve it Up has 7 students and has expanded out side of Halifax. Three participants are from Pictou. We thank industry for supporting this great culinary/tourism initiative.



Upcoming Training Opportunities

Service 1st "Making the Connection"

Liverpool: Friday July 7th, 2017 Time: 12:00 pm - 4:00 pm

Location: Best Western PLUS Liverpool Hotel & Conference Centre, 63 Queens Place Drive, Liverpool

WorldHost Fundamentals

Kingston: Thursday July 6th, 2017 Time: 9:30 am – 4 pm

Location: Aurora Inn, 831 Main Street, Kingston

Bridgewater: Thursday July 6th, 2017 Time 9:30am – 4 pm

Location: Lunenburg County Lifestyle Centre, 135 North Park Street, Bridgewater



Hotel Association of
Canada



Post-Secondary Tourism Scholarship Winner

NSTHRC is pleased to announce this year's winner of the **Walter H. Johnson Jr. GOLD Scholarship** – Michèle Kempf.

Michèle is graduating from the Strait Area Education Recreation Centre in Port Hawkesbury and will be attending Holland College next year studying the Tourism and Travel Management program.



Discover Tourism

Tourism is everywhere. And whether you're looking for short-term income, a flexible job opportunity or a rewarding career, you'll find an opportunity that's right for you in tourism— one of Canada's fastest growing industries.

Visit the information packed website at discovertourism.ca

And remember your best go-to for tourism recruitment in Nova Scotia...tourismtalent.com



Industry Updates:

Nova Scotia Approved assessments are underway once again. Properties which participate in this quality program are eligible for inclusion in the Doer's and Dreamer's guide, as well as on NovaScotia.com. TIANS continues to be the lead on this program.

Atlantic Canada Showcase will be held in Newfoundland & Labrador in 2019. The ACS website will be updated to reflect new contact details and event information as it develops. The 2019 event will be managed by Hospitality Newfoundland & Labrador (HNL).



tiac.travel

Heritage Interpreter Training

NSTHRC is currently partnering with Wagmatcook First Nation - providing a five week **customized Heritage Interpreter training program** for ten community participants. Participants of the program will build on existing skills to provide guided tours, share traditions and promote their story with confidence. It's a perfect fit for the Heritage

Centre, which offers a number of tours and activities to visitors at Wagmatcook. A cultural day delivered by Danny Paul compliments the NSTHRC training. NSTHRC is pleased to have been able to partner with Wagmatcook in delivery of this customized training, and look forward to future opportunities.



Social Media Project - NSTHRC has hired a social media strategist to develop and run social media recruitment ads and measure which are most effective.

Ads will be created to reach different demographic groups – millennials, part timers, etc. - and posted on TIANS Facebook page. The goal of this project is to determine how best to use social media to connect potential workers to tourism jobs and then share with Industry so they can use this method for recruitment.

The developed ads will link to **tourismtalent** for measurement/analysis. A Resource Guide for industry employers will be developed based on outcomes.



2017 Tourism Summit
November 26 - 28
WTCC Halifax

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Online Training:

NSTHRC has the following
online courses:

- ◇ Workplace Hazardous
Materials Information
System (WHMIS)
- ◇ Serve Right - Server
Training
- ◇ Service Excellence in the
Global Village
- ◇ Food Safety - Prep Pro-
gram for BASICS.fst
Exam
- ◇ WorldHost -
Communication Tools for
the Service Professional
- ◇ WorldHost -Customers
with Disabilities

Online courses are an effi-
cient method for obtaining
required or optional training.
Complete the courses at a
convenient time, at your own
pace. Contact our helpful
staff for more information.

TRAINING...explore your options

Serve Right It's Just Good Business - Responsible Beverage Service Program

Manager and Server

Establishments who provide alcohol have a "duty of care" for responsible beverage service, not only to their patrons but to innocent third parties. This means that both the licensee and servers have a legal obligation to protect patrons and others from harm that can result from the activity of drinking, whether that harm occurs on or off the premises.

In understanding their role, licensees and servers will learn about current trends and risk management practices for providing safe alcohol service.

WorldHost® - Fundamentals

An internationally recognized Customer Service and Tourism Awareness Training Program, WorldHost® is a seven hour interactive workshop that focuses on communication and customer service. This seminar examines people's attitude to service and interactions with their customers. Relevant for all businesses, organizations and individuals looking to improve their customer service skills. WorldHost® can elevate service and hospitality standards.

WorldHost® - Customers with Disabilities

The WorldHost® Customers with Disabilities is a half day interactive program, developed to give your staff the knowledge and confidence to cater to customers' impairments effectively and with sensitivity. We will demystify some of the myths around disabilities, providing staff with tips and techniques to assist customers with common disabilities and impairments.

HR Toolkit Workshop

Designed for the small business owner/manager this workshop provides you with everything you need to select, recruit, hire, train, coach and manage employees effectively. The complimentary DVD is packed with customizable templates for job descriptions, wellness surveys and 39 tools for interview checklists, staffing and much more!

To register for any of the above sessions, contact the Nova Scotia Tourism Human Resource Council at (902) 496-7482 or register online at www.tourismhrc.com
Click on "Tourism Training" and go to "Course Calendar"

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Hours of Operation:
8:30 - 4:30
Monday to Friday

