

**NOVA SCOTIA
TOURISM HUMAN
RESOURCE COUNCIL**

2089 Maitland Street
Halifax, NS B3K 2Z8

Phone: (902) 422-5853
Fax: (902) 422-0184
E-mail: nsthrc@tourism.ca



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 Program for BASICS.fst Exam

As well as:

WorldHost - Communication Tools for the Service Professional AND

WorldHost - Customers with Disabilities

Online courses are an efficient method for obtaining required or optional training. Complete the courses at a convenient time, at your own pace.

Visit NSTHRC's Online Training Centre at

onlinetraining.tourismhrc.com

TRAINING...explore your options

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

Manager: March 26—Halifax; April 14—Yarmouth
Server: March 12—Halifax

These training sessions discuss the changing views of alcohol service in the Tourism Industry. Staff who serve alcohol need to understand their part in the Industry's response to a changing business climate. Management of hotels, restaurants, clubs and bars are looking at new plans for keeping or improving profits with lower alcohol sales.

HR Toolkit Workshop

Contact us for sessions

In addition to the facilitated workshop, all participants will receive their own copy of the Performance First HR Toolkit. Packed with easy to use templates, checklists and suggested strategies, this guide will assist operators in saving time and money in their HR practices. The HR Toolkit comes complete with a CD loaded with all the forms ready to be transferred to the business computer system, allowing for customization of each piece for the organization.

WorldHost Fundamentals

Contact us for sessions

A fast-paced, interactive one-day workshop which focuses on the needs of our visitors and customers and teaches the skills and techniques necessary for the fundamentals for service professionalism. Courtesy, friendliness and professionalism are essential ingredients of any successful business or organization. World Host encourages us to take pride in ourselves, in what we do and where we live. This new workshop replaces the SuperHost Atlantic program.

WorldHost - Customers with Disabilities

Contact us for sessions

A half-day workshop which teaches front-line employees how to increase their sensitivity toward people with disabilities and provides them with superior customer service skills that respect every visitor's unique requirements.

To register for any of the above sessions, contact the Nova Scotia Tourism Human Resource Council at (902) 496-7482

Nova Scotia Tourism Human Resource Council Contact List

Darlene Grant Fiander
Executive Director
darlene@tourism.ca
496-7479

Joyce MacDonald
Program Coordinator
joyce@tourism.ca
496-7482

General Inquiries:
(902) 422-5853

Toll Free Phone:
1 800 948-4267
Fax:
(902) 422-0184

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

Tanice Mundle
Executive Assistant
tanice@tourism.ca
422-5853

Jane Rozee
Industry Credential Coordinator
jane@tourism.ca
496-7476

Lisa Dahr
Manager, Professional Development
lisa@tourism.ca
422-5249

Lynn McDonagh Hughes
Manager, Operations
lynn@tourism.ca
496-7472



nsthrc@tourism.ca
www.tourismhrc.com

**NOVA SCOTIA
TOURISM HUMAN
RESOURCE
COUNCIL**

**NSTHRC
Highlights**



March 2015

**TRAINING
NUMBERS TO DATE**

Training Course	Participants
WorldHost	979
ServeRight Managers	143
ServeRight Servers	742
Other HRC training	300

April 2014 - Jan 31, 2015

Online Courses	Participants
ServeRight (Servers)	644
WHMIS	19
Global Village	27
Food Safety	47
Customers w Disabilities	62

Boomerswork.com

TIANS and NSTHRC are pleased to partner with Boomerswork.com, in providing professional, recruitment solutions to our members looking to fill short-term or contract assignments at all management levels. It's time to start thinking differently about your labour needs - Boomerswork.com can help you get the labour support you need at a fraction of professional rates. This is what they have to say...

'Boomerswork helps employers address their toughest business challenges by matching them with experienced, proven talent. This means less "getting up to speed" and more "getting down to business".'

We work with professionals who have moved away from the standard 9-to-5, choosing instead to seek out opportunities that allow them to tackle interesting, rewarding projects and help businesses solve their toughest challenges. This means you can hire on a part-time or term basis and get the right skills for a job, without the need for a long-term commitment.

First, we take the time to understand your business' challenges and what you will need from the person you are seeking. Then we take that information and reach out to our network, identifying candidates who have the experience and skills to get the job done right. Finally, we introduce you to any candidates you wish to meet and let you conduct your own assessment and hiring. We facilitate without playing middle-man, which means you can hire your way without worrying about agency rules or payroll fees. When you need skilled talent, our network can help you hire efficiently while remaining agile and able to adapt to the changing demands of the fast-paced, tourism and hospitality industry.

To take advantage of our exclusive 10% discount for TIANS members, contact:

Wes Guthro
at wes@boomerswork.com or
902.293.1800
promo code TIANS2015.'



Online Training Your *emerit* Coaching Partner

emerit Online Learning – Training Based on National Occupational Standards!

Training employees reinforces their sense of value. It helps them achieve goals and provides a solid understanding of their job requirements.

For only \$25, online modules are available for front line and management occupations. Broken down into fifteen minute learning segments, your busy employees can focus on the areas where they need to improve without disrupting workflows.

All *emerit* training is focused on building real skills—not just

memorizing information. Flexible and affordable online training from *emerit* can help meet the needs of your organization. Modules can be used individually or can form the foundation for training sessions with your team.

For further details or to learn more about other training opportunities please contact:

Janie Rozee at (902) 496-7476

Or jane@tourism.ca



Tourism Congress
December 1 & 2/15
Westin Ottawa



Hotel Association of
Canada

What's Happening at the NSTHRC

The latest **Food & Beverage Manager Study Group** kicked off on Wednesday, February 4th. This 6-week study group is intended to assist in achieving National Credentialing for Food & Beverage Managers.

There was overwhelming uptake for the NSTHRC's **Director of Housekeeping Study Group**. The 10 spaces filled immediately for this 6-week program offered to optimize learning and the exchange of ideas. Another

reason to boast about Nova Scotia having the highest number of certified, Director of Housekeeping professionals in the Country.

Keep posted for details around a new recruitment and retention resource for the Tourism industry. The **Personal Development Analysis (PDA) Profile Tool** will assist with staffing selections, employee development and organizational succession planning.

20th Annual Recognition of Excellence

It's that time of year again....Time to celebrate the Tourism industry's dedicated professionals. On May 13, 2015, the Nova Scotia Tourism Human Resource Council will proudly recognize those that have completed their National Certification in the past 12 months.

It is a wonderful evening, allowing those well-deserving Certified Tourism Professionals a chance to honoured for their hard work and commitment to making Nova Scotia's Tourism industry the best it can be. It is our people who the difference.

Contact the NSTHRC Staff if you would like information on National Certification or our Property Recognition Awards. We hope you can join us for this annual event taking place at Casino Nova Scotia.



Ms. Wendy Swedlove, President and CEO of the Canadian Tourism Human Resource Council has joined us in celebrating this annual event for many years. We would like send our warmest wishes to Wendy as she will formally retire from the CTHRC after more than 30 remarkable years, at the end of March. Congratulations and best wishes to a true Tourism Champion.

Mentoring Workshops from SMU

The Continuing Education Department of Saint Mary's University is offering **Mentoring Fundamentals**. Beginning early 2015 SMU will be holding a number of workshops designed for both Mentors and Mentees. Upcoming dates are as follows:

Mentors - March 9-10 and May 4-5
Mentees - March 11 and May 6



One University. One World. Yours.

2015 Tourism Summit
November 22 - 24
WTCC, Halifax



2015 TIANS AGM
May 21 & 22
Hosted by YASTA

www.tourismhrc.com

