

PREPARE TO SUCCEED

In Toronto's Hospitality Industry

The Hospitality Workers Training Centre offers hands-on vocational training for in-demand jobs in Toronto's growing Hospitality industry



THE HANDS-ON SKILLS YOU NEED:

You'll get the skills you need to break into the Hospitality industry.

Most of our training happens at a hotel or at a simulated job site.

We place you in training shifts at Toronto area hotels.

SHORT COURSES LEADING TO WORK:

Most of our courses are 2-3 weeks long.

We know you want to train quickly and start working as soon as possible.

Expect to train on evenings and week-ends.

JOBS IN THE HOSPITALITY INDUSTRY:

We work hand-in-hand with the top industry employers so we can connect you to employment opportunities after you complete your training.

60 Richmond Street East

**HOSPITALITY
WORKERS
TRAINING
CENTRE**

READY TO START YOUR HOSPITALITY CAREER?

GET IN TOUCH:

Phone: (647) 930-9518

Email: training@hospitalitytrainingcentre.com

Facebook: [Facebook.com/hospitalitytrainingcentre](https://www.facebook.com/hospitalitytrainingcentre)

Twitter: [@hospitaltywrks](https://twitter.com/hospitaltywrks)

ROOM ATTENDANT

Start a bright career in Hospitality

Room Attendants provide clean and comfortable rooms for guests & create top-notch guest experiences



LUCIE'S STORY:

Lucie immigrated from Paris with plans to be an entrepreneur. Circumstances changed when her business

partnership dissolved and she found herself living in a shelter with her four month old daughter.

Lucie's optimism remained intact as she grasped every learning opportunity available, receiving her Smart Serve and Food Handlers certification—her first foray into the Hospitality sector. "She's just a natural Hospitality person; she's driven, outgoing and a super hard worker," says course instructor, Margaret Readings.

These qualities served Lucie well throughout the rigorous Room Attendant training program where she absorbed the helpful lessons provided by instructors based on their industry experience;

"They really know what they're doing because they've done it for so many years."

Lucie says with confidence. "That knowledge is just so valuable when you're starting out in a new field."

After completing the Room Attendant training and securing a job at Novotel Toronto, Lucie wanted to continue her growth through Hospitality training. Lucie recently completed HWTC's Guest Services training and will soon transition to her role as Reservation Agent at Novotel Toronto.

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DOES THIS SOUND LIKE YOU?

- ✓ Great people skills
- ✓ Natural problem solver
- ✓ Good attention to detail
- ✓ Work quickly
- ✓ Team player

TRAINING ELIGIBILITY CHECKLIST:

- ✓ Good physical condition
- ✓ Able to stand for 8 hours
- ✓ Bend and lift up to 30 lbs
- ✓ Able to work regular evenings and weekends

THE TRAINING PROGRAM CONSISTS OF:

- ✓ 3 weeks hands-on training at hotel
- ✓ Training shifts at potential employer job sites
- ✓ Connections to employers with good jobs and growth opportunities

GUEST SERVICES

“CHECK IN” TO A CAREER WITH A FUTURE

Guest Services Representatives welcome guests, manage check-in & check-out processes, address guests' concerns, referrals for services and requests for information. They do all of this while providing exceptional guest experiences and interactions



NIOMI'S STORY:

Niomi, like many people her age, worked in retail to put herself through high school and then college. When she left college to save money, she was determined to leave retail and gain a new skill she could use to build a career.

Niomi knew she liked helping people, was a great problem solver and highly organized. She saw Guest Services training in the Hospitality industry as an opportunity to use her strengths and have a stable career with opportunities for growth.

Niomi credits HWTC's Guest Services training program with helping her achieve a new level of "professionalism" that raised her confidence when working directly with guests. "I learned how to dress, speak and present myself in the best possible way," says Niomi.

"I thought I was already pretty professional and I was amazed how much there was to learn."

Niomi is able to use her new found confidence at her Front Desk position at One King West Hotel & Residence, a job she says, "makes me happy to go to every day." Niomi states, "Working at the Front Desk means I get to face new challenges daily. I'm learning about how to best communicate with guests and about all aspects of the Hospitality industry."

While Niomi still plans to pursue an Interior Design practice, she's delighted to have a complementary skill set and stable career path in the Hospitality sector.

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DOES THIS SOUND LIKE YOU?

- ✓ A "people person"
- ✓ Driven to exceed expectations
- ✓ Excellent communicator
- ✓ Highly organized
- ✓ Multi-tasker
- ✓ Team player
- ✓ Able to work regular evenings and weekends

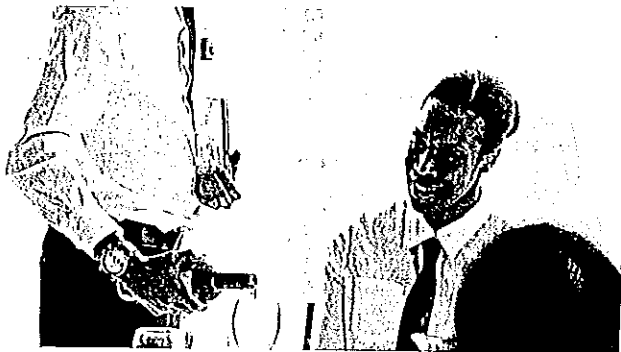
THE TRAINING PROGRAM CONSISTS OF:

- ✓ 3 weeks hands-on training at hotel
- ✓ Training shifts at potential employer job sites
- ✓ Connections to employers with good jobs and growth opportunities

BANQUET SERVER

Hospitality Training That Serves Your Needs

Banquet servers provide top-notch service to guests at events, serving during events and overseeing formal table set-up and event tear-down.



ISTVAN'S STORY:

Istvan fled Hungary for Toronto to escape the homophobia of his home country.

In his first Canadian job, Istvan was quickly promoted from waiter to restaurant manager, a sign that his personality and "get it done" attitude made him a great fit for the Hospitality sector.

In fact, Istvan always loved all things travel and had always wanted to work in a hotel, but he knew Toronto's hotel industry was difficult to break into. Istvan had applied for hotel positions online in the past, but only received a polite rejection letter.

Istvan recalls: "When I heard about the Hospitality Workers Training Centre's Banquet Server Training, I knew this was my opportunity to break into the Hospitality industry."

The Banquet Server training program felt like the right choice for Istvan to begin his Hospitality journey since connecting and hosting others is what he does best. Istvan particularly liked HWTC's hands-on approach to training:

"The hands-on training gives you a very powerful edge. You come in already knowing how to serve Banquets, from folding napkins to pouring wine. Hotel managers know you have the skills to start the job right away."

Istvan is currently completing his training shifts and plans to take HWTC's Restaurant Server course. His ultimate goal is to become a Food and Beverage manager and to continue pursuing his love of travel.

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DOES THIS SOUND LIKE YOU?

- ✓ A "people person"
- ✓ Great customer service skills
- ✓ Excellent communicator
- ✓ Team player
- ✓ Highly organized

TRAINING ELIGIBILITY CHECKLIST:

- ✓ Good physical condition
- ✓ Capable of carrying a tray weighing 30 lbs.
- ✓ Able to work regular evenings and weekends

THE TRAINING PROGRAM CONSISTS OF:

- ✓ 2 weeks hands-on training at hotel
- ✓ Training shifts at potential employer job sites
- ✓ Connections to employers with good jobs and growth opportunities

MAINTENANCE

OPPORTUNITY:

Consider all of the technical parts of a hotel, from the remote control to the furnace. A hotel's engineering department is staffed by a skilled team who must safely maintain it while ensuring excellent guest interactions.

The Hospitality Workers Training Centre (HWTC) heard from industry that hotels needed access to new, highly skilled hotel maintenance talent to:

- Meet the demands of increasingly highly regulation faced by hotels
- Fill engineering department vacancies created as hotel maintenance workers retire

Kevin Porter, General Manager at the Toronto Don Valley Hotel and Suites (TDV), which hosted the training participants, believes:

HWTC's maintenance training program will ensure that new entrants have the skills for in-demand hotel maintenance positions. We can tap into this incredible pipeline of new talent and train our existing talent in a new area. It's a win-win-win for hotels, participants and the industry.

The City of Toronto's Employment and Social Services (TESS) and the Ministry of Community Social Services (MCSS) provided support for the maintenance training program because they recognize the value of vocational training that is directly linked to work opportunities and mobility.

APPROACH:

HWTC's hotel maintenance curriculum was developed in collaboration with Hospitality industry employers who have direct insight into the vocational and customer relations skills required for hotel general maintenance positions.

The hotel maintenance training program recruited two participant groups:

- **Individuals new to the Hospitality industry:** People interested in maintenance positions and working in the Hospitality industry.
- **Current Hospitality workers:** Incumbent workers with an interest and aptitude for cross training in maintenance. Cross training provides incumbent workers with opportunities to gain new skills, move into different departments and secure additional work hours.

HWTC contracted an instructor with both Hospitality experience and hands-on experience working in the skilled trades.

"I've known Michael [the course instructor] for many years, both when he worked at hotels and when he transitioned to a career in carpentry and construction" says Margaret Readings, HWTC project manager. "His

experience in the industry means he understands what hotels require in terms of strong productivity and work ethic."

After an Information session attended by 200+ people, HWTC used its selection criteria to identify 8 new entrants and 3 incumbent workers for the maintenance training program.

The 20 day training program had four core components:

1. **Classroom Training:** Two days of in class training including a day-long customer service module and health & safety training culminating in Workplace Hazardous Materials Information System (WHMIS) certification, a safety standard in the Hospitality industry.
2. **Hands-On Vocational Training:** The Toronto Don Valley Hotel and Suites (TDV) provided several unoccupied hotel rooms for training purposes. Each day,

participants would focus on perfecting a single skill in a single room. The instructor worked one-on-one with participants while they performed tasks in a real-world setting and documented participants' progress.

Participants were expected to arrive on time, wear the required uniform and attend pre and post shift meetings.

3. **Employment Skills Training:** Each participant receives one-on-one support to create a marketable resume, enhance their interview skills and conduct research into the hotel industry in Toronto.
4. **Hotel Placement:** Each participant completes a week long hotel placement. The placements give participants direct experience and gives employers an opportunity to get to know participants and their skill level.

RESULTS (TO DATE):

Only 2 weeks after completion of the hotel general maintenance training, 8 of the participants had secured work placements.

The Toronto Don Valley Hotel is undergoing renovations and hired 8 of the participants for 3 months to complete all of the work on the property. This will provide opportunities

for participants to remain employed until Toronto hotels begin hiring for positions to meet demand during their busy summer travel season. An additional 4 participants

are currently interviewing for positions in other hotels.

MAINTENANCE COURSE TRAINING PARTICIPANTS:

KRIS

Kris was working as a courier when his epileptic seizures made it difficult for him to continue safely working in this role. Unemployed and receiving ODSP for 5 years, Kris found himself feeling *"isolated and depressed."*



For many years Kris had been an active volunteer on the maintenance board of his co-operative housing building, doing repairs and upgrades to tenants' units.

He had a knack for this kind of work and he liked doing it. In fact, it was this building's superintendent who first told Kris about HWTC's general maintenance training opportunity.

Because medication and treatments helped stabilize Kris' condition, he was eager to return to work and jumped at the training opportunity.

Through the maintenance training program, Kris was able to take his skills as a "handy person" and become really proficient in the skills required for a hotel maintenance position. He beams when he talks about the course instructors:

They were the best teachers I've ever had.

Upon finishing the training, Kris was hired on contract by the Toronto Don Valley Hotel

SHIRLEY

Shirley was among the very first cohort of graduates to complete HWTC's Room Attendant training program in 2013. After finishing the course, she quickly secured a position at the Toronto Don Valley Hotel and Suites (TDV) where she has been working as a Houseman and Public Area Attendant.



Recently recognized as "Employee of the Month," Shirley has always been handy and wanted a chance to work in general maintenance.

HWTC's training program gave her the skills she needed to transition to a role in TDV's Engineering Department.

Even though she had a natural knack for skills like painting and drywall, Shirley believes that the training course provided her with a much higher level of proficiency: "I could do this stuff before, but now I really know what I'm doing."

Shirley hopes to ultimately transition to a full time general maintenance position. In the meantime she's able to access additional hours and pay in the hotel and take on new responsibilities.

The hotel GM shares Shirley's enthusiasm:

Having people with multiple skills like Shirley means people can get as many hours as possible, stay engaged and learning and moving up.

I've never seen people so eager to learn and absorb new skills. I think it's because they see this as a great opportunity. Honestly, their hard work and level of commitment far exceeded my highest expectations."

-Michael Tutor, Course Instructor

Just having these driven trainees in our hotel has upped the morale in the hotel."

-Kevin Porter,
the Toronto Don Valley Hotel and Suites concourse

HOSPITALITY WORKERS TRAINING CENTRE

The Hospitality Workers Training Centre (HWTC) is a not-for-profit workforce development organization established in Toronto in 2004.

HWTC's mandate is to contribute to building a strong Hospitality industry in Toronto with good jobs by developing training, skill development and workforce solutions that meet the needs of workers and industry.

The HWTC model is based on a labour management training partnership between UNITE HERE Local 75 and hotel and food service industry employers in Toronto.

HWTC AT A GLANCE

The Hospitality Workers Training Centre provides training for in-demand jobs in Toronto's Hospitality industry. As a sector based workforce development organization, our training benefits three core groups:

INDUSTRY EMPLOYERS:

Working alongside Toronto's Hospitality industry, HWTC helps employers:

- Access a pipeline of new highly-trained talent
- Ensure their staff can access skills and training to help them advance
- Work with industry stakeholders to address industry-wide opportunities

NEW HOSPITALITY & FOOD SERVICE WORKERS:

Previously unemployed individuals with an interest and aptitude for Hospitality work in Toronto can access training and in-demand jobs in a growing industry

CURRENT HOSPITALITY & FOOD SERVICE WORKERS:

Individuals who work in the industry access skills and cross training to help them advance both professionally and personally

OUR APPROACH:

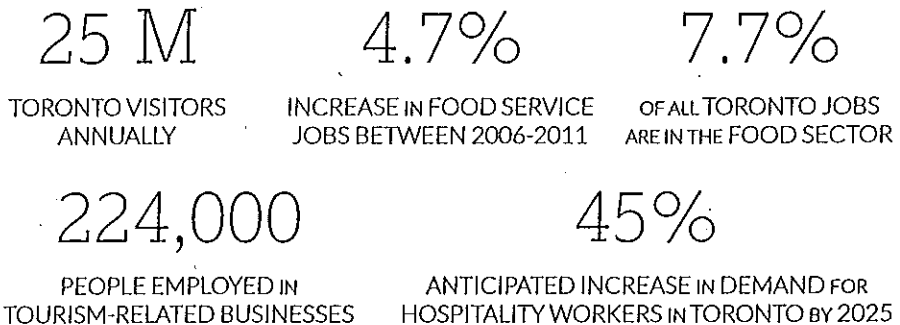
To deliver outcomes for both Hospitality employers and workers, HWTC has a set of values that guide its work:

- Train for in-demand jobs and skills
- Deliver short and intensive courses that create impact efficiently
- A hands-on approach to training including on-site training at industry properties
- Facilitated access to "wrap-around" supports such as child care, housing and settlement services to create the context for success
- Work in collaboration with industry stakeholders
- Focus on employment outcomes for participants & industry
- Always test, iterate and innovate



OUR OPPORTUNITY:

Hospitality and Food Service Sectors are Large and Growing:



The Benefits of Partnering with HWTC:

FOR INDUSTRY EMPLOYERS & STAKEHOLDERS:

- Greater access to skilled talent in the Hospitality & Food Services industry
- Enhanced productivity and versatility of workforce
- Reduced training & recruitment costs
- Raise the bar on Hospitality and Food Service skills in Toronto
- Opportunities to work collaboratively and create innovative solutions

FOR NEW & CURRENT HOSPITALITY & FOOD SERVICE WORKERS:

- In-demand skills that lead to jobs in the Hospitality Industry
- Skill development for advancement
- Improved mobility and job quality

FOR THE GREATER TORONTO AREA:

- Increased economic performance
- Enhanced social cohesion and health



HWTC WORKS: Outcomes of our Work

80%

PLACEMENT FOR NEW ENTRANTS
IN INDUSTRY

200+

INCUMBENT WORKERS TRAINED
EACH YEAR.

100+

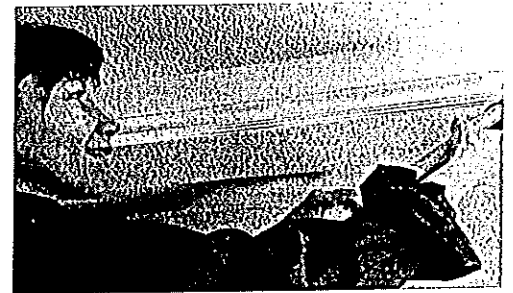
NEW ENTRANTS HIRED IN THE
INDUSTRY EACH YEAR

50%

SAVINGS ON RECRUITMENT
& TRAINING

70%

RETENTION RATE AT 1 YEAR AMONG NEW ENTRANTS



“The Hilton Toronto has hired several team members who participated in HWTC’s training programs.

These team members are highly driven and skilled performers who are very valuable to our organization.

There is no doubt that the HWTC is setting a high standard for the hospitality industry, which benefits everyone.”

*–Anthony Ferrari,
Assistant Director of Human Resources, Hilton Hotel*

“When I first attended a course at The Hospitality Workers Training Centre, I had been out of work for more than a year.

The hands on training they gave me pushed me to build new skills so I could make my way in a new industry.

The training gave me the confidence and connections I needed to find a good job.”

*–Amy,
Toronto Don Valley Hotel & Suites*

BUSINESS

COMMUNITY

WORK AND WEALTH

> EMPLOYMENT TRENDS

Matching workers with careers

Innovative training programs focus on good jobs in demand

SARA MOJTEHEDZADEH
WORK AND WEALTH REPORTER

Hotel executive Kevin Porter remembers a time when an online job posting would generate hundreds of candidates.

These days, he's lucky to get five qualified applicants. Toronto may have an 8-per-cent unemployment rate, but the skilled workers Porter needs are being snapped up by building developers.

That conundrum is exactly what a new approach to job creation is trying to address in the city. It's called sector-based workforce development: in plain English, that means forming partnerships between community agencies, labour groups and industries to identify job shortages and to train underemployed workers to fill them.

It might sound intuitive, but it's a marked departure from traditional employment strategies that focus on getting individual workers into jobs fast, rather than building careers tailored to the needs of a particular industry.

In Toronto, the strategy is being championed by the Hospitality Worker's Training Centre, where skills-building programs are successfully funneling disadvantaged workers into a needy sector.

Porter, the general manager of Don Valley Hotel and Suites, is one beneficiary. His industry anticipates a 45-per-cent increase in demand for workers in the hospitality industry over the next 10 years in Toronto, and filling labour gaps is getting harder.

"It's tough to source employees these days," he says. "It is tough to go through the training process. It is tough to determine whether that process is going to work or not. The Hospitality Training Centre has stepped in."

The program began as a plan to help hospitality workers during the 2003 SARS crisis, when Toronto hotel reservations plummeted by 70 per cent. One-third of employees were laid off. The sector's union, Unite Here Local 75, established computer and English-language training classes to help get workers back on their feet and eventually negotiated a comprehensive training fund as part of its collective agreement with the hotel sector.

Now, the industry's employers contribute a few pennies to the fund for every hour each employee works. That money supports the Hospitality Workers Training Centre, an independent non-profit that focuses on getting marginalized workers into good jobs.

"We've trained deaf room attendants, who are now working at some of our hotels, people with learning disabilities, an individual who had a stroke in his mid-30s who hadn't worked in seven years and is now working full time in one of the hotels," says Danielle Olsen, the centre's executive director.



COLIN MCCONNELL/TORONTO STAR

Kevin Porter, general manager of Toronto Don Valley Hotel and Suites, supports the program that prepares unemployed or underemployed workers for full-time careers in the hospitality industry.

The symbiotic relationship with the hospitality industry lets employers take the lead in designing three-week intensive training programs to maximize effectiveness. The result, so far, is impressive: about 300 new and existing workers are benefitting each year, and the centre boasts an 80-per-cent job placement rate. It has also cut the cost of recruitment and training in half for employers, and reduced turnover with an impressive one-year retention rate of 70 per cent.

"The level (workers are) coming out with, I'm very, very pleased with," says Porter.

The idea of partnering with industry to stimulate employment is common south of the border — but still rare in Ontario, advocates say. In the U.S., there are more than 1,000 sector partnerships across a variety of industries, from biotechnology to food manufacturing in 25 states.

Shirley Viscount has completed two of the Hospitality Workers Training Centre's programs.

After spending 20 years in precarious, erratically scheduled work as a personal support worker, she is now a houseperson at Porter's Don Valley hotel.

"I did this course and I landed a full-time job," she says. "And it's just been amazing. It's a really nice place to work. We're all like family."

Adriana Beemans, director of the Inclusive Local Economies program at the Metcalf Foundation, says the approach allows workers to build long-term opportunities in a growing industry.

"You're not just focused on a job, you're focused on a career."

But so far the province has been slow to catch on. Ontario invests more than \$1 billion annually in employment, training and labour-market programs, but advo-

ates say little of that is devoted to sector-specific strategies.

"We have a fairly supply-side approach," says Beemans. "So we really focus on the individual, which is important, but not necessarily a strong understanding of what the needs are of the industry."

SHIRLEY VISCOUNT
TRAINING CENTRE GRADUATE

For Porter, building on that momentum makes plain business sense. "I really think that everyone should, No. 1, sit up and pay attention because (the centre) is doing some great things."

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