

# Workforce in the North

## Tourism SkillsNet North

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TOURISM  
SKILLSNET  
NORTH



# What is Tourism SkillsNet North?

Tourism SkillsNet North (TSNN) is designed to identify specific workforce labour gaps and;

- train up to 300 potential employees and;
- match them with available job opportunities within Northern Ontario's tourism sector.

The program will assist in the identification and training of **300** potential employees and match them with employers within Northern Ontario's tourism sector.

**The Tourism SkillsNet North Program will be available from June 2021 until March 2022.**



# Who are the Partners in Tourism SkillsNet North?

- **Destination Northern Ontario** – Project Manager
- **Ontario Tourism Education Corporation (OTEC)** – Training Providers
- **Nature and Outdoor Tourism Ontario (NOTO)** – Employer & Employee Matching Providers; recruitment of employers
- **Indigenous Tourism Ontario** – Indigenous tourism sector
- **Northern Ontario District Social Services Boards** – Assist in referring participants and employers
- **Northern Ontario Workforce Planning Boards** – Labour Market Gap Analysis
- **Northern Ontario Employment Service Providers** – Assist in referring participants and employers
- **Funding Partners:**
  - Ministry of Labour, Training and Skills Development
  - Ministry of Heritage, Sport, Tourism and Culture Industries



# Who is Eligible?

**Employers and Employees located in the RTO 13 Area.**

- 13 A-            Northeastern Ontario
- 13 B -           Algoma Country
- 13 C -           Northwestern Ontario



# Who is Eligible?

For Employers:

Operating in the following fields will be considered eligible for the program:

- Accommodation (B&B, Hotel, Motel, Lodge, Campground etc.)
- Attraction
- Adventure Outfitter (ATV, Camping, Canoe/Kayaking, Horseback Riding, Dog Sledding etc.)
- Fishing/Hunting Outfitter
- Restaurant/Culinary Establishment
- Activity Based (Hiking, Interpretive Program, Wildlife Viewing, Cross Country Skiing, Downhill Skiing etc.)
- Retail
- Service (Air Service, Marina Boat/Launch, Meeting Facility, Wedding Service)
- Cultural Attraction (Heritage Site, Museum, Art Gallery).



# For Employers – Other Benefits of this Program

- Program provides a 30% wage subsidy for each enrolled employee (\$3,000/employee max.)
- Free training will be provide with flexible schedules (value \$1,000+)
- Helping you build a new and/or upskilled workforce
- Free marketing of your job postings
- Program can be used for new hires and/or re-hires after June 1st, 2021
- We are building a new labour pool that you will have access to
- The subsidy can help offset the new minimum wage increase
- Saves you time and money



# Who is Eligible?

## For Employees:

- Canadian citizen or permanent resident
- Searching for a better employment opportunity in the tourism sector.
- Searching for a fall/winter part-time or full-time job.
- Successful applicants will qualify to be matched up with an employer.
- Eligibility will be dependent on availability of potential employers.



# For job seekers – Why Tourism?

- Tourism is one of the top three industries in Northern Ontario
- It is one of the fastest growing business sectors
- COVID has highlighted the need for people to getaway and travel
- Experiencing the outdoors is attractive to more people now than ever
- Skills learned are transferable to other careers
- Excellent opportunity to meet people from other parts of the world
- Opportunities to make tips
- Some opportunities for advancement
- Opportunity to build your bank account if working in remote locations
- Opportunity to build self-confidence and become more independent
- Training opportunities within this program are free (normally approximately \$1,000 value)





# Considerations for Job Seekers

## Housing

- May be provided at the tourism facility
- You may be required to relocate and find housing on your own
- Important to advise if either of these options present a challenge
- We will try to find placements within your region or close to your community

## Transportation

- You will be responsible to find transportation to and from the job location
- Assistance may be available through an employment service provider



# What are the steps to get the wage subsidy?

**Register for the TSNN Program on the Destination Northern Ontario Website.**



## POTENTIAL EMPLOYEES

For potential employees looking to participate in the program, please register here.

[REGISTER NOW](#)



## EMPLOYERS

For employers looking to participate in the program, please register here.

[REGISTER NOW](#)

## Complete the Mandatory training

- **Program #1:** Introduction to Hospitality.
- **Program #2:** Upskilling Hospitality.
- **Program #3:** Service Excellence.

## Get your wage Subsidy.

The Employer will received a 30% subsidy up to \$3,000 per employee.

This subsidy can also be stacked with other incentives employers offer.

# Training Overview

## Blended learning

- Virtual, instructor-led workshop
- Self-directed e-learning (up to 7 courses)

The Employer will be able to select the most appropriate cohort for their Employees based on their industry expertise and time commitment:

**Program #1: Introduction to Hospitality** (Provide the candidates who have 0-2 years experience in the hospitality industry with resources and sector specific training to get-them onboarded into the industry)

**Program #2: Upskilling Hospitality** (Provide the candidates who have more than 2-year experience in the hospitality industry with resources that will help them with up-skilling and refresh their knowledge in the hospitality industry)

**Program #3: Service Excellence** (Provide the candidates who aim to exceeding the customers expectations in the day-to-day interaction)

Participants must complete all workshops to be matched with an employer.

Participants will receive a certificate upon completion of program plus individual industry certifications.



# Training Overview

	<b>Introduction to Hospitality</b>	<b>Upskilling Hospitality</b>	<b>Service Excellence</b>
<b>Working Experience Required</b>	0-2 Years	≥2 years	/
<b>Training Date</b>	Weekday Only	Weekday Only	Weekend Only
<b>Virtual Instructor Led Training</b>			
Introduction to Professionalism and Communication in Hospitality	✓	✓	
Introduction to Housekeeping	✓(Choose 1)		
Introduction to Front Office	✓(Choose 1)		
Introduction to Food & Beverage	✓(Choose 1)		
Service Excellence/Service Excellence in Covid			✓
<b>eLearning (Self-led) Training</b>			
Service Excellence	✓		
Service Excellence with COVID-19	✓	✓	
Service EQ	✓	✓	✓
Disinfect Right	✓		✓
It's Your Shift	✓		✓
Communicating for Excellence		✓	✓
WHMIS	✓		✓

# TSNN Self - Directed Training



**WHMIS**



**Service Excellence**

**Service Excellence with COVID**




**Disinfect Right**



**Communicating for Excellence**



**Conflict Management**



**Service EQ**

**It's Your Shift**



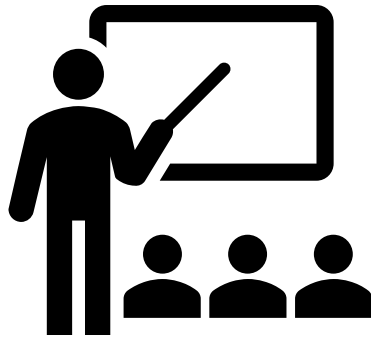
**Smart Serve**



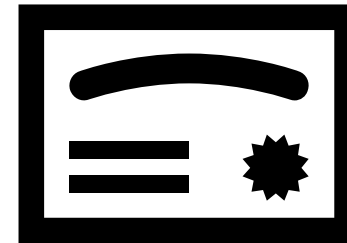
**Food Safety**



# Benefits for Participants



- Workers sharpen their skills for sector reopening and become ready for return to work
- Receive free upskilling and (re)certifications



- Training customized for the Northern Ontario market
- E-learning courses delivered at individual pace

# Trainers for Virtual Instructor Led Courses



## **Kim Greasley**

### **TSNN Trainer, OTEC Trainer**

Kim has been involved in shaping the local and international Hospitality Operations landscape for over 18 years. She has held executive positions in both Housekeeping and Human Resources throughout her career and, has worked at global brands such as Hilton and Marriott as well as at luxury boutique properties under the Leading Hotels of the World umbrella. With her unique blend of work experience, Kim brings a broad perspective regarding leadership, full-cycle human resources, housekeeping and customer service standards.



## **Daniel Reeves**

### **TSNN Trainer, OTEC Trainer**

A veteran of 45 years in the hospitality and tourism industries, Dan has covered all aspects of the industry from front line operations, administration, ownership and marketing. Meeting and exceeding guest expectations is one of the rewards of working in this field. These journeys eventually led to a full time posting at Humber College as a professor in the Hospitality, Recreation and Tourism department. During this tenure, Dan was seconded to the Life Long Learning Business Unit of the School.



# Program Dates

Week	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Nov 15	General Hospitality	eLearning courses	eLearning courses	eLearning courses	eLearning courses		
Nov 21 (Weekend)	eLearning courses	eLearning courses	eLearning courses	eLearning courses	eLearning courses		Service Excellence
Nov 29	General Hospitality	eLearning courses	eLearning courses	eLearning courses	eLearning courses		
Dec 5 (Weekend)	eLearning courses	eLearning courses	eLearning courses	eLearning courses	eLearning courses		Service Excellence
Dec 13	General Hospitality	eLearning courses	eLearning courses	eLearning courses	eLearning courses		

Questions?

