

TOURISM SKILLSNET NORTH TRAINING GUIDE

OBJECTIVE:

- This Guide is intended to support Employers, Employees and Job Seekers to define what is the best training program for them.
- This Guide will help describe the training programs and courses available in the program.
- The program will run until March 28th, 2023.

PROGRAM OPTIONS AND COURSE DESCRIPTIONS

Program #1: Hospitality Bootcamp

This training program provides new employees and re-hires with the tools required to perform on the job, combining sector-specific training led by one of our top instructors (Essentials of Service Excellence, Mental Wellness Training), as well as mandatory self-guided courses.

Audience: Employed or pre-match participants in the Tourism Industry.

Hospitality Bootcamp	
Employment Status	Employed
Virtual Instructor-Led Training	
Essential Service Excellence (Day 1)	Mandatory
Introduction to Emotional Intelligence (Day 2)	Mandatory
Cleaning with Excellence (Cabin, Housekeeping training) (Day 2)	Mandatory
eLearning (Self-led) Training	
Service EQ	Mandatory
De-Escalation Training	Mandatory
Disinfect Right	Optional
Smart Serve	Optional
It's Your Shift	Optional
Food Safety	Optional
Communicating for Excellence	Optional
WHMIS	Optional

Program #2: Introduction to Hospitality

This training program aims to provide Job Seekers who have an interest in the hospitality industry, with resources and sector-specific training to get them trained and ready to work.

Audience: Job Seeker looking to be introduced to a potential employer.

Introduction to Hospitality	
Employment Status	Unemployed or Job Seeker
Virtual Instructor-Led Training	
Essential Service Excellence (Day 1)	Mandatory
Resume Building, Cover letter Workshop (Day 2)	Mandatory
Job Search, Interviewing Skills (Day 2)	Mandatory
eLearning (Self-led) Training	
Service EQ	Mandatory
Communicating for Excellence	Mandatory
De-escalation Training	Optional
Disinfect Right	Optional
Smart Serve	Optional
It's Your Shift	Optional
Food Safety	Optional
Communicating for Excellence	Optional
WHMIS	Optional

Program# 3: Dock Hand Training (Two Streams)

This training program aims to provide Job Seekers, and Employed/Pre-Match Participants with sector-specific training as Marine Personnel.

Audience: Employed Marine Personnel and Job Seekers interested in joining this sector.

Dock Hand Training	
Employment Status	Unemployed or Job Seeker
Virtual Instructor-Led Training	
Virtual Marine Personnel Training (Day 1)	Mandatory
Resume Building, Cover letter Workshop (Day 2)	Mandatory
Job Search, Interviewing Skills (Day 2)	Mandatory
eLearning (Self-led) Training	
Service EQ	Mandatory
Communicating for Excellence	Mandatory
De-escalation Training	Optional
Disinfect Right	Optional
Smart Serve	Optional
It's Your Shift	Optional
WHIMS	Optional

Dock Hand Training	
Employment Status	Employed
Virtual Instructor-Led Training	
Virtual Marine Personnel Training (Day 1)	Mandatory
Introduction to Emotional Intelligence (Day 2)	Mandatory
Cleaning with Excellence (Cabin, Housekeeping training) (Day 2)	Mandatory
eLearning (Self-led) Training	
Service EQ	Mandatory
De-Escalation Training	Mandatory
Disinfect Right	Optional
Smart Serve	Optional
It's Your Shift	Optional
Food Safety	Optional
Communicating for Excellence	Optional
WHMIS	Optional

IMPORTANT NOTES

- Participants who previously registered with TSNN prior to March 31st, 2022 and who have completed the Essential Service Excellence course will be exempt from the program's first day.
- All participants will be able to complete as much optional training as they desire.
- Participants must complete all mandatory courses in order to receive course certificates, and for the employer to be eligible for the wage subsidy.
- Optional courses can become mandatory for participants upon employer's request.

TRAINING CATALOG

In-Person/Virtual Instructor-Led Training		
Program	Description	Length
Essential Service Excellence	Service Excellence encourages participants to go beyond basic customer service and empowers them to create memorable service experiences for their customers.	3.5 hours
Introduction to Emotional Intelligence	New developments and unprecedented levels of change can leave us feeling overwhelmed. Emotional Intelligence, also known as EQ, can help us to be more self-aware, understand how to lessen the impacts of our emotions, and build better relationships – in both our personal and professional lives. This introduction to Emotional Intelligence workshop shows you how to harness your EQ to better navigate these changing times.	2 hours
Cabin Cleaning for Excellence	This program focuses on cleaning with excellence adapted to the Northern Ontario Hospitality Industry	2 hours
Resume Building, Cover letter Workshop	This program helps learners create a resume and cover letter that will get noticed by employers	2 hours
Job Search, Interviewing Skills	By reviewing different aspects of job searching, learners will understand the benefits of networking and will be well prepared for the interview	2 hours

eLearning (Self-Led) Training		
Program	Description	Length
Service EQ	Emotional Intelligence, or EQ as it is commonly referred to, is a set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, and cope with challenges. This interactive training will provide you with strategies for leveraging and developing your Emotional Intelligence in both your personal life and during your work within the Tourism and Hospitality industry.	90 minutes

eLearning (Self-Led) Training – Continued		
De-escalation Service	Achieving Service Excellence with De-escalation	30 minutes
Disinfect Right	Vetted by industry professionals, each topic of the program teaches infection control and common guidelines. Includes: The Chain of Infection, Proper Hand Hygiene, PPE, Surface Cleaning, Sanitizing and Disinfection.	90 minutes
Smart Serve	The training will prepare you to work in any environment where alcohol is sold, served, or sampled in the province of Ontario. Get ready to learn with short videos, quizzes, text/audio, activities, and games before completing the Final Certification. Test online.	8 hours
It's Your Shift	This exclusive hospitality training program for creating a safe and welcoming work environment, consists of five online learning modules and includes case studies on successful industry practices.	2-3 hours
Food Safety	This course will help you learn important information about food safety and how to do your job better. It has been designed to meet all of the recommended requirements of the Canadian Food Retail and Foodservices Code and Regulations. The course includes the invigilated exam that you must write after completing the online preparation course.	13 modules and 1-hour exam
Communicating for Excellence	In this interactive workshop, you'll learn how different communication styles influence our behaviour and day-to-day situations. Learn how to understand, manage, and leverage emotional intelligence to effectively deal with conflict and relate to others more effectively.	90 minutes