

PROGRAM #1: WELCOME TO TOURISM SKILLSNET NORTH

The “Welcome to Tourism SkillsNet North” training program will provide candidates who are new to Tourism SkillsNet North, with Service Excellence Training to prepare them for their career in the tourism industry.

COURSE NAME	REQUIREMENT	DURATION
Virtual Instructor-Led Training		
Day 1: Essential Service Excellence Service Excellence encourages participants to go beyond basic customer service and empowers them to create memorable service experiences for their customers.	Mandatory	4 hours
Day 2: Professionalism/ Effective Communications (Option 1) Participants will learn about effective communication systems, devices, anticipatory and personalized service in hospitality.	Mandatory	4 hours
Day 2: Dock Hand Training (Option 2) Participants will learn Customer Service, TSSA Standards, Servicing at the Fuel Dock, Servicing a PWC, Spills Responses and Emergency Responses.	Mandatory	5 hours
Self-led eLearning Training		
Service EQ 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.	Mandatory	1.5 hours
Communicating for Excellence Through this interactive training, 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.	Mandatory	1.5 hours
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.	Optional	8 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.	Optional	13 modules and 1-hour exam
De-Escalation Training		
Achieving Service Excellence with De-escalation	Optional	30 minutes
WHMIS Through this interactive training, 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.	Optional	1 hour

IMPORTANT NOTES:

- Participants must complete all mandatory courses in order to receive course certificates, and for the employer to be eligible for the wage subsidy.
- All participants will be able to complete as much optional training as they desire.
- Optional courses can become mandatory for participants upon employer's request.

! This training guide is subject to change. Please check the Tourism SkillsNet Skills webpage for updates.