

TRAINING
GRANTS AVAILABLE



CANADA-ONTARIO JOB GRANT HOSPITALITY TRAINING

Businesses can now receive training grants from the government for up to 2/3 of training costs* and up to 1/2 of staff wages. Let OTEC assist you in developing and delivering a training plan tailored to your specific needs so you can benefit from this program.

Learn more >>

OTEC's CANADA- ONTARIO JOB GRANT HOSPITALITY TRAINING

In 2014, Ontario and the Government of Canada announced a comprehensive new fund to boost workplace skills, productivity and competitiveness across Canada. Businesses can now receive grants for up to 2/3 of training costs* and up to 1/2 of staff wages while staff are engaged in training. Review OTEC's range of program options to meet your training needs. For a complete list or to develop a customized training program contact one of OTEC's consultants: 416-622-1975 or 1-800-557-6832.

COACHING & LEADERSHIP TRAINING

Building a Culture of Service Excellence

This training is designed to increase customer and employee satisfaction and retention. The workshop provides leaders with proven guidelines, processes, tools and knowledge to build a customer-centric organization and realize the tangible and intangible benefits of a culture of service excellence.

DETAILS

Full day workshops from \$200 per employee**

Coaching for Excellence

This interactive workshop will provide managers with the coaching skills and best practice tools to increase individual team member and overall organizational performance. Managers will gain a solid understanding of leadership techniques that will enable them to effectively develop, motivate and manage their teams to achieve enhanced results.

DETAILS

Full day workshops from \$200 per employee**

UPSKILL WORKPLACE PERFORMANCE & PRODUCTIVITY TRAINING

The new Upskill: Essentials to Excel hotel training program was developed through 3-years of intense testing, ROI evaluation and adaptation in 100 hotels across Canada.

- Available for Front Desk, Housekeeping, Food & Beverage Services, and Culinary departments
- Based on the occupational standards of each department UpSkill training is then customized to both organizational and employee needs
- Proven service and productivity results, with a demonstrated ROI of 123-137% based on clinical trials and revenue analysis in 100 hotels

DETAILS

- Consultants will conduct an Organizational Needs Analysis and individual employee skills assessments to customize up to 20 hours of workplace performance training targeting revenue and cost savings opportunities from \$1200 per employee** based on an average group size of 10 employees per department
- Read the full report at www.otec.org/about/our-portfolio.aspx

CUSTOMER SERVICE & COMPLIANCE TRAINING

Service Excellence

As the most recognized customer service program in Ontario, Service Excellence helps create a consistent service standard and culture within the company and provides employees with behaviour guidelines, standards, and service processes to build customer loyalty.

DETAILS

- Full day workshops from \$150 per employee** for 15-25 participants
- ½ day workshops from \$100 per employee**
- Online training & certification from \$55 per employee**

Smart Serve

Smart Serve is a technology-based program for responsible beverage alcohol service. It teaches servers to prevent alcohol-related problems, and shows them how to intervene if problems do occur. The course covers such topics as the effects of alcohol, responsible serving techniques, legal issues, and house policies.

DETAILS

- 4 hour workshops from \$100 per employee** for 15-20 participants
- Online training & certification from \$35 per employee**

Food Safety

To train and certify quick-service, full-service, chain and independent operators and employees to a national standard of food safety.

The program covers:

- Food safety at a glance
- Facilities and equipment design
- Control of hazards following the flow of food
- Sanitation and pest control
- Employee and visitor issues

DETAILS

- Full day workshops from \$120 per employee** for 10-25 participants

ONBOARDING TRAINING: ESSENTIAL SKILLS, CULTURE & COMMUNICATION

emerit Workplace Essentials

emerit Workplace Essentials helps develop transferable skills—skills that are the building blocks all occupations are based on. Transferable skills are crucial as they provide the foundation that people need to be successful in the workplace and for further learning. Employers identify a good attitude as necessary for workers in order to be successful in learning other skills and in performing their jobs.

DETAILS

- Workplace Essentials training covers 3 skill categories, covering 16 major skill areas and 97 specific front-line job tasks
- 35 hours of facilitated training and exam preparation from \$695 per employee** based on an average group of 10 employees

emerit Canadian Workplace Essentials

Transition into a new workplace can be a challenge. It is essential to develop a clear understanding of the values and attitudes Canadian employers are looking for and how to recognize and adapt to unique workplace cultures. *emerit* Canadian Workplace Essentials (CWE) training provides an orientation to common workplace norms and expectations.

DETAILS

- Canadian Workplace Essentials covers 9 categories of workplace culture, communication and soft skills
- 35 hours of facilitated training and exam preparation from \$600 per employee** based on an average group of 10 employees

emerit PROFESSIONAL CERTIFICATIONS (PARTIAL LISTS)

emerit training and certification products are developed by the Canadian Tourism Human Resource Council (CTHRC), OTEC and our national partners specifically for the Canadian tourism and hospitality industry. National and international programs can be developed and delivered through OTEC's network.

Front-Line Training & Certification

emerit: Housekeeping, Room Attendant, Line Cook, Front Desk Agent, Event Coordinator, Food and Beverage Server, Bartender

DETAILS

- 35 hours of facilitated training and exam preparation from \$795 per employee** based on an average group of 10 employees
- Experienced hospitality professionals can pursue certification through independent correspondence

emerit[®].ca

Management Training & Certification

emerit: Director of Housekeeping (\$675)** , Supervisor (\$400)** , Event Manager (\$675)** , Food and Beverage Manager (\$675)** , Hotel General Manager (\$675)**

DETAILS

- emerit National Occupational Certification is used and recognized by Canada's top hospitality brands and educational institutions
- Certification can be pursued by experienced industry professionals through independent correspondence or, with groups of 5 or more employees, in a supported group-study format

For a full list of training options and OTEC partner application centers visit www.otec.org. Call us today to discuss a customized training solution for your business and get support with your funding applications: 416-622-1975 or 1-800-557-6832.

* up to 2/3 of training costs covered by grant

** price before grant reduction



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