

# HELEN ABOU KASSEM

A READY-TO-WORK PROGRAM GRADUATE

*“Thanks to this program I now have my own business Ellena’s Sweets where I use all of the information I’ve learned every day to provide exceptional service and grow my business.”*



I moved over to Canada from Syria with my family and began working in a fashion store; selling clothes and accessories, opening and closing the store, and reorganizing shelves. Back in Syria I owned my own shop and wanted that again. When Ella described the Ready-to-Work-Program to me, I knew that it would be a great benefit to me. As a newcomer to Canada, looking for a job is hard. The program really interested me because all the information seemed relevant for any industry, not just for tourism and hospitality like computer skills, WHMIS, *emerit* Workplace Essentials, OTEC’s Service Excellence and Workplace Communication training. Thanks to this program I now have my own business, Ellena’s Sweets, where we serve Mediterranean sweets and crepes. I’m using all the skills that I learned because, in my situation, I have to deal with food, customers, and workplace hazards, so I have to be knowledgeable about the food safety, and how to deal with all different types of people. This program helped me to achieve my first goal, and it felt great! I use all of the information I’ve learned every day to provide exceptional service and grow my business.



For more information about the Ready-to-Work please contact Ella Radovan at **519.944.4900 ext. 113** or [eradovan@uhc.ca](mailto:eradovan@uhc.ca)