

CARINA GONZALEZ

A READY-TO-WORK PROGRAM GRADUATE

“The Ready-to-Work program provided me with relevant qualifications and experience. I now work in the tourism and hospitality industry as a front-desk agent at the Howard Johnson.”

I applied to the Ready-to-Work program because I needed help finding work. I had previously worked in the US hospitality industry as a server, front-desk agent, housekeeper, gardener... but my experience didn't seem to be enough to help me secure a job once I moved to Canada. The Ready-to-Work program gave me confidence in myself and my abilities. It helped me to improve my customer service skills like cash handling and workplace communication, and provided me with great certifications like *emerit* Workplace Essentials and WHMIS. Not only have I gained relevant certifications and experience but the Service Excellence program equipped me to better handle everyday conflict and ensure the guest always feels happy. The Ready-to-Work program provided me with great credentials and also allowed me to work with great people who provided excellent job coaching and connections. I now work in the tourism and hospitality industry as a front-desk agent at the Howard Johnson.



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