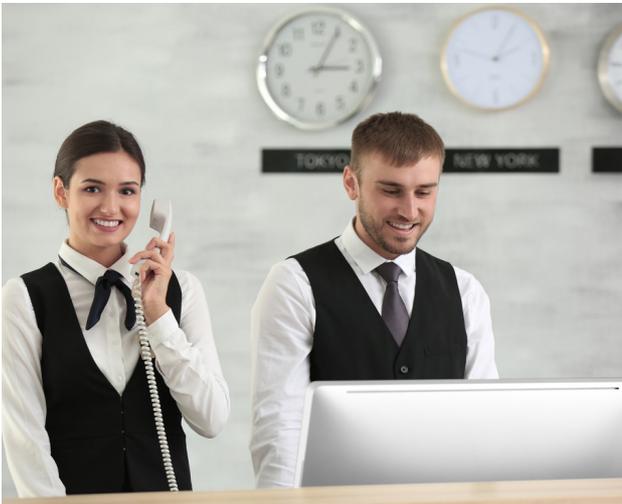


PASSPORT TO HOSPITALITY

WORK PROSPERITY

9 WEEKS TO JOINING ONTARIO'S HOSPITALITY FAMILY



Canada 

EMPLOYMENT
ONTARIO

Ontario 



HT Hospitality Training Inc.

Essential Skills Courses

The 9 weeks of virtual learning carried out by HT Hospitality Training Inc, will take place Monday to Friday in 4 hour periods. Depending on your class, timing varies from 8 am to 12 pm or 12:30 pm to 4:30 pm and evening classes.

Introduction

Transferable skills are skills and abilities that are relevant and helpful across different areas of life: socially, professionally and at school. They are 'portable skills'.

You may think that a lack of relevant, industry-specific experience will stop you from getting a job but this is not always the case. If you are changing careers, have recently graduated, or are looking for your first job, you'll be pleased to learn that employers are often looking for potential. It is vital, therefore, that you sell your potential by demonstrating the transferable skills that you have developed already.

Employers are usually looking for abilities and qualities that they recognise to be present in the most effective employees. These soft skills, such as being able to communicate effectively in a variety of situations, showing initiative, creativity and integrity, and having a good work attitude, are valuable across all industries.

This course is designed to help you to recognize and hone your transferrable skills and build the confidence to utilize them in the workforce.

Essential Skills Courses

Computer Skills Literacy

As we swiftly move towards paperless workspaces, every function requires at least some level of interaction with computers. Those with sharp skills in using computers have an edge over those who don't, when interviewing for the same profile. The good news is that using basic computer applications is not difficult at all. After being acquainted with the applications, you will start experiencing much more efficient workdays.

As this course is also facilitated digitally- you will learn basic troubleshooting, search engine techniques, and how to navigate Google Workspace.

This course is a great introduction to Google+ and Classrooms. Designed to provide the fundamental computer competencies you need to survive and prosper in today's fast-changing workplace. You will learn how to implement the powers of modern office software to work faster and more efficiently. We'll focus on practical application for software most common to the workplace. When you finish this course, you will have learned why employers consider technological literacy so critical to the success of any organization.



Essential Skills Courses

Getting to Know Myself

It is an advantage to learn how to recognize our feelings. Recognizing emotions can help intervene in the space between feelings and actions. To understand your emotions is the first step to being in control of them and helps us more easily empathize with others.

Sometimes situations arise that make us feel unsettled or off-kilter. This can cause us to lose balance in our life, whether it be because of a decision we made, an environment we're stuck in, or a series of interactions with other people. We have all been in situations that make us think, "this doesn't feel quite right." This "not right feeling" often stems from a lack of authenticity. On some level, we recognize that we're not doing something that we believe in. As a result, we might experience negative emotions or engage in negative patterns. By knowing your core values, you can identify why you feel this misalignment in your life and better address it.

Discovering what your core values are can increase your confidence and make it easier to make decisions because you've identified whether a decision aligns with your values. Knowing your values can also help in choosing a career or knowing whether to change careers.

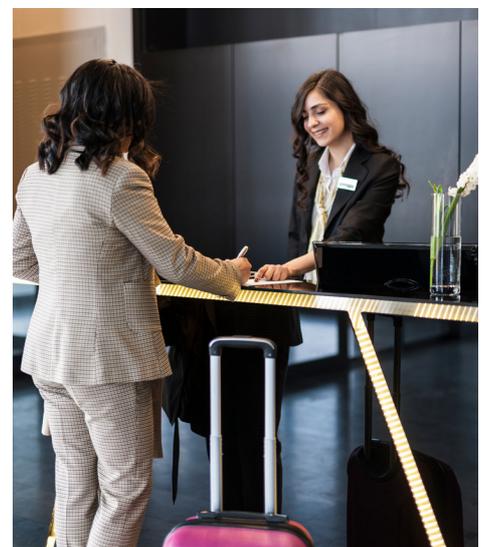


Essential Skills Courses

Communication & Navigating Conflicts

One of the most powerful ways to improve relationships is to simply be a more positive communicator. Positive communication is contagious and brings out the best in yourself and in those around you. When you become a positive communicator, people are more likely to listen to you, the conversation goes better, and the results can be transforming. Effective communication skills are fundamental to success, in many aspects of life. Many jobs require strong communication skills.

People are bound to have disagreements from time to time. Whether it's a misunderstanding over who did what, a clash of ideas or a tangle of personal relationships, conflict is inevitable in any setting. How you handle those conflicts can make a world of difference to the success of your personal well-being. Communication has a big role to play in conflict management. It has been observed that poor communication always results in misunderstandings and eventually conflicts.



Essential Skills Courses

Learning Styles

Every person has a preferred learning style. Combining and grouping many learning styles are common in how people process and learn. Everyone has a mix of learning styles. Some people may find that they have a dominant style of learning, with far less use of the other styles. Others may find that they use different styles in different circumstances. There is no right mix.

Using multiple learning styles and multiple intelligences for learning is a relatively new approach. This approach is one that educators have only recently started to recognize. Traditional schooling used (and continues to use) mainly linguistic and logical teaching methods. It also uses a limited range of learning and teaching techniques. Many schools still rely on classroom and book-based teaching, much repetition, and exams for reinforcement and review. By recognizing and understanding your own learning styles, you can use techniques better suited to you. This improves the speed and quality of your learning



Essential Skills Courses

Teamwork

There may be no “I” in team, but being part of a team can help you grow. By sharing information and cross training each other, each individual member of the team can flourish. You might discover new concepts from colleagues with different experiences. You can also learn from someone else’s mistakes, which helps you sidestep future errors. You might even learn something new about yourself!

Most people think success comes from surrounding yourself with others that are like you. But success and breakthrough innovation involves discomfort. Discomfort pushes you to grow. This is where difference of experience, opinion, and perspective come in. Diversity is a well-documented pathway to unlocking new opportunities, overcoming new challenges, and gaining new insights.

We all have blind spots about our behaviours and strengths that we may be unaware of, and feedback from a team member can expose them. Recognizing these strengths and addressing the weaknesses can make you a better team member.

Not everyone processes information in the same way. Some people like to jump into problem-solving mode immediately, while others prefer time to gather their thoughts and consider multiple options before making a contribution.

Essential Skills Courses

Teamwork

Stale solutions often come out of working in a vacuum. When people with different perspectives come together in group brainstorms, on the other hand, innovative ideas can rise to the surface – with one caveat. The most creative solutions can only come up when there’s a level of trust that lets team members ask questions freely, propose out-there ideas, and receive constructive criticism.



Essential Skills Courses

Resume, Cover Letter & Interviews

In today's competitive market of professional jobs, a resume is a base requirement for moving forward in the interview process. A good resume will immediately display to employers why the candidate is a good fit.

A resume is an important tool for your job search because it offers a page or two of your top skills and qualities. However, a resume is much more than that. Resumes help employers make hiring decisions and help you get your first interview. That's why it matters how you structure your resume and what information you decide to include.

Resumes, usually accompanied by customized cover letters, get sent to employers to determine your eligibility and qualifications for a job. Employers use resumes to get a deeper understanding of candidate skills, strengths and experience. Your resume should reflect achievements, awards, education, experience and any other outstanding accomplishments that align with your career path and goals.

Interviewing is a skill in and of itself, one in which your ability to interact with the interviewer and to articulate your thoughts are factors that are just as important in getting the job, as are the qualifications listed on your resume. With the amount of competition many face in the interview phase, employers have to scan through multitudes of applicants, many of which are fairly indistinguishable on paper because of similar course work and grade point averages. Doing well in your interview will make you stand out from the crowd.

Essential Skills Courses

Tourism & Hospitality

Around the world, patrons rely on the hospitality industry in many aspects of their life. From restaurants and hotels, to shops and amusement parks, we experience different forms of hospitality on a daily basis. With origins dating back thousands of years, hospitality is an important concept on which countless businesses operate.

The term "hospitality" refers to the relationship between a guest and a host. If you invite a friend or family member over to your home for dinner, for example, you'll perform hospitality by accommodating the guest's needs.

Some businesses rely on hospitality to perform their operations and generate revenue. These hospitality businesses include restaurants, cafes, clubs, bars, hotels, motels, coffee shops, and travel agencies, just to name a few. They differ from traditional businesses in the sense that their success relies on strong, positive communications with their customers and target audience.

The tourism industry, also known as the travel industry, is linked to the idea of people travelling to other locations, either domestically or internationally, for leisure, social or business purposes. It is closely connected to the hotel industry, the hospitality industry and the transport industry, and much of it is based around keeping tourists happy, occupied and equipped with the things they need during their time away from home.

Industry Certification

EMERIT - Housekeeping Room Attendants

emerit Housekeeping Room Attendant training ensures you pay attention to the little details while performing your general duties efficiently and thoroughly. The course includes all the fundamentals of good housekeeping—as well as resources and tips to take you from an average to an exceptional Housekeeper. You will gain the skills to consistently create memorable experiences for guests.

The training includes the following modules:

- Professionalism
- Guest Relations
- Industry Terms
- Safety
- Protection
- Cleaning Responsibilities

Well trained Housekeepers mean happy guests. If guests are happy, that in turn means good reviews, repeat visitors, and positive word of mouth marketing. And for you that means long term employability and greater future opportunities.

Take pride in your work; get *emerit* Housekeeping Room Attendant training to acquire the skills, and certification to gain recognition.



Industry Certification

Food Handler Certification

Recognized in Ontario and throughout Canada, certification is valid across Canada for 5 years.

Course Overview:

BASICS.fst (or equivalent) is a food safety training course for food handlers. The course will allow workers to learn important information about food safety and provide them with the tools to serve safe food.

Who Should Take the Course?

Any person who works with food should study BASICS.fst – from the person that receives the food to the person who packages or serves the food.

Course Objectives:

The primary objective of this food safety course is to provide participants with the information required to ensure employee and customer safety, and to reduce the liability of businesses.



Industry Certification

Smart Serve

The Smart Serve responsible sales, service and delivery training program is approved by the Alcohol and Gaming Commission of Ontario (AGCO) as the only responsible alcohol training program for Ontario. Smart Serve is a dedicated advocate for a safer and healthier Ontario.

- The online program consists of 4 hours of learning modules and chapters.
- Participants will learn through videos, audio, text, playing games, and quizzes, with immediate feedback.
- A status bar will show progress as the training modules are completed.
- After fully completing all activities within the chapters/modules, a Final Test is made available in the participants account.
- Participants can launch the test when ready.
- After the test is completed, a list of questions that were incorrectly answered will be provided immediately to the participant
- A Smart Serve TIP Sheets & Job Aids is available.



Industry Certification

WHMIS

Canadian law requires that any person exposed to hazardous materials in the workplace must be trained in Workplace Hazardous Materials Information System (WHMIS).

This comprehensive WHMIS 2015 course includes the new Globally Harmonized System of Classification and Labelling for chemicals (GHS) enacted in 2015. It also covers content from the previous WHMIS system (WHMIS 1988).

This course consists of 6 chapters and a final exam. Once you pass your exam, you may print your certificates of completion (wallet & wall sized). Training may be paused or resumed at any time, is fully narrated, and includes interactive exercises to ensure understanding of course content. Alternative training methods are also available including book based distance learning, and classroom training.

It is an employee's responsibility to participate in WHMIS safety training, take necessary measures to protect themselves and co-workers, and to properly identify and control hazardous materials. The onus is on the employer to ensure that hazardous materials are properly labelled, to have Safety Data Sheets (SDSs) available, and to offer education and training about the products in the workplace.



Industry Certification

Standard First Aid & CPR/AED Level C

Canadian Red Cross Blended Standard First Aid CPR/AED Level C is equivalent to the 2 day Standard First Aid CPR / AED Level C course.

Comprehensive two-day course offering first aid and cardiopulmonary resuscitation (CPR) skills for those who need training due to work requirements or who want more knowledge to respond to emergencies at home. Includes training in the use of an Automated External Defibrillator (AED). Course meets legislation requirements for provincial/territorial worker safety and insurance boards and includes the latest first aid and CPR guidelines.

Instructor:

Red Cross First Aid Instructor

Completion:

Ability to comprehend and successfully demonstrate all required skills, including critical steps; 100% attendance and participation; 75% min. passing grade on a written, closed book knowledge evaluation; and adherence to the Fundamental Principles.

Certification:

3-year certification in Standard First Aid, CPR Level A or C, and AED



First Aid/CPR/AED Level C

Industry Certification

AODA

The Accessibility for Ontarians With Disabilities Act (AODA) became law in 2005.

The Ontario government developed the Integrated Accessibility Standards Regulation (IASR) as part of the AODA to identify, remove, and prevent barriers for people with disabilities. The goal of the AODA is to create a more accessible Ontario by removing existing barriers and preventing the creation of new barriers for individuals with a broad spectrum of disabilities. Public and private sector organizations must implement the standards and become fully accessible by 2025.

This training course consists of 3 modules and a final exam covering the AODA and the IASR. It is intended for both workers and supervisors. This program will teach a participant about worker and employer obligations as well as how to identify and address accessibility barriers in the workplace.

Once a participant passes the exam, a certificate of completion may be printed.

Training may be paused or resumed at any time, is fully narrated, and includes interactive exercises to ensure understanding of course content.

AODA

Accessibility for Ontarians with Disabilities Act



Industry Certification

Fall Protection - Confined Space

This Confined Space Entry / Monitor course will guide you through all aspects of working in a Confined Space from entry and exit to safe work and rescue procedures. This training program will explain in detail what you need to know, emphasize key points and test your knowledge retention after each module. You should check with your employer to see whether or not you need Confined Spaces Training, and to which level of training you will be required to achieve.

This course consists of 11 chapters and a final exam. Once you pass your exam, you may print your certificates of completion

After completion of this course, you should be able to understand:

- What is a Confined Space?
- How to Safely Enter a Confined Space
- Worker and Employer Responsibilities
- Hazard Recognition and Prevention
- Safe Work and Rescue Procedures

This training may be supplemented with plan-specific training dependent on the nature of the work.



Industry Certification

ISSA

GBAC Online Fundamentals Course 2.0
Global Biorisk Advisory Council (GBAC)

This course provides information regarding the virus responsible for COVID-19, SARS-CoV-2, as well as information useful for those responsible for cleaning and disinfecting areas which may be contaminated with the coronavirus. Understand the key principles of cleaning and disinfection for infectious diseases in the workplace Identify and list the important tools and processes for successful and safe cleaning and disinfection

Description:

This newly updated course teaches cleaning professionals to prepare for, respond to and recover from biohazards in the workplace. Participants will learn infection and contamination control measures for infectious disease outbreak situations such as the novel coronavirus (SARS-CoV-2).

Individuals who successfully complete the course within 30 days will receive a Certificate of Completion from the Global Biorisk Advisory Council (GBAC), a division of ISSA, and can use the term “GBAC-Trained Technician” to distinguish themselves in their marketing and communication materials.

GBAC-Trained Technicians are cleaning professionals with the planning, knowledge and processes needed to respond to a biohazard crisis in the workplace. They bring increased value to their employers and customers because they demonstrate the competence to carry out their responsibilities and they have a commitment to the standards of excellence and continuous learning.

Industry Certification

ISSA

The GBAC Fundamentals Online Course: Cleaning & Disinfection Principles will teach:

Freshly updated with details on Covid-19, new equipment, and more, the self-paced education program focuses on three learning objectives:

- Understand the key principles of cleaning and disinfection for infectious diseases in the workplace.
- Identify tools and processes for successful cleaning and disinfection.
- Apply the proper procedures for cleaning and disinfection.

Preventative, response, infection control, and contamination control measures to known or potential infectious disease outbreak situations. This section includes emphasis on the novel coronavirus (SARS-CoV-2).

- Importance of proper cleaning and disinfection for health
- GBAC protocol for response and remediation
- Use of personal protective equipment (PPE), tools, and equipment
- Cleaners and disinfectants based on the Emerging Viral Pathogens Guidance in the United States
- How international professionals can find information specific to their own countries

Key takeaways and frequently asked questions

Post-course Test

Certificate of Completion awarded by GBAC, a Division of ISSA, valid for one (1) year

By taking the course, you and your employees will be armed with the knowledge to help fight infectious diseases in the workplace.



**REGISTER AT
WWW.GO2HT.COM**

HAVE QUESTIONS?

**PLEASE CONTACT HAVI NGUYEN AT
HNGUYEN@ORHMA.COM**





WE LOOK FORWARD TO WHERE
YOU WILL GO AND WHAT YOU CAN
ACHIEVE WITHIN

ONTARIO'S HOSPITALITY INDUSTRY

Canada 

EMPLOYMENT
ONTARIO

Ontario 



HT Hospitality Training Inc.
