



The Hospitality Workers Training Centre (HWTC) is a non-profit organization that provides free occupational training linked to jobs in the hospitality industry. Our holistic approach includes providing the support, mentorship and guidance needed to find and sustain employment in the booming hospitality industry of Toronto.

WHY THE HOSPITALITY INDUSTRY?

Toronto has a successful hospitality industry with the sixth highest hotel occupancy rate in North America. Choosing a career in this industry means choosing a job full of creativity, and flexibility, with many chances to grow.

WHAT MAKES US DIFFERENT?

- All courses are based on employer standards and needs.
- Training is practical and takes place at partner hotels and Hawthorne Food & Drink, our social enterprise restaurant.
- Courses are conducted by experienced trainers from the hospitality industry.
- Training placements are made at employer properties to showcase trainees' skills.
- One-on-one support and continuous encouragement is provided throughout the program.
- Referrals to other wraparound support services are made to help our trainees succeed.
- Support and guidance is provided for a whole year after employment.

COURSES

- Housekeeping
- Guest Services
- Kitchen Porter
- Banquet Server
- Culinary Pre-apprenticeship
- Restaurant & Banquet Server

All required certifications included in the courses.

ELIGIBILITY

Residents of Ontario, eligible to work in the province, 18+ years of age and looking for meaningful work.

NEWCOMERS AND INDIVIDUALS IN RECEIPT OF ONTARIO WORKS, OR ONTARIO DISABILITY SUPPORTS ARE ENCOURAGED TO APPLY.

[ALL TRAINING COURSES ARE FREE FOR ALL PARTICIPANTS]

COURSE DETAILS



1 HOUSEKEEPING

Cleaning and setting up comfortable rooms for guests in a hotel.

Length of Training: 5 weeks*

Requirements:

- Able to stand for 8 hours
- Able to bend and lift up to 30 lbs
- Flexible availability

2 RESTAURANT & BANQUET SERVER

Providing customer service in banquet functions and restaurant environment.

Length of Training: 8 weeks*

Requirements:

- Good physical condition
- Available nights / weekends
- Able to lift a 30-lb tray

3 GUEST SERVICES

Providing exceptional guest experiences and interactions, and managing the check-in and out processes in a hotel.

Length of Training: 4 weeks*

Requirements:

- Able to pass basic computer literacy test
- Available evenings / weekends
- Able to lift up to 30 lbs

4 KITCHEN PORTER

Prepping food and keeping stations and dishes clean and organized in a restaurant environment.

Length of Training: 4 weeks*

Requirements:

- Good physical condition
- Available nights / weekends
- Able to lift up to 50 lbs

5 BANQUET SERVER

Providing service at events, including: event prep, set up and tear down, and serving guests.

Length of Training: 4 weeks*

Requirements:

- Good physical condition
- Able to lift a 30-lb tray
- Available nights / weekends

6 CULINARY PRE-APPRENTICESHIP

Learning about the kitchen and supporting the chef in preparing dishes in a restaurant environment.

Length of Training: 12 weeks*

Requirements:

- Good physical condition
- Available nights / weekends
- Able to lift up to 50 lbs

*Training duration for all courses includes estimated time for unpaid training placements. Duration for some courses may vary during the year.

INFORMATION SESSIONS

For more information and registration, participants are requested to attend our weekly walk-in information sessions:

Every Tuesday, 10:30 am

489 Queen Street East, Suite 301, Toronto

CONTACT US

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