

## MEET OUR AMBASSADORS



*Our amazing Ambassadors in a recent meeting with HWTC*

**Did you know** that our Ambassadors are your colleagues who are champions of career development opportunities for Unite Here Local 75 members on their properties. Please contact them for more information about our courses.

## DO YOU REALLY NEED MORE TRAINING?

**Y**ou are really good at your job and have been doing it for many years. In fact, you are now in a position to train others. Why would you consider getting more training? The answer is simple – you need training for your career development. You might be an expert in job mastery skills – those you need to successfully perform at a job. You may even be excellent at broader functional skills, the skills and knowledge that go beyond the scope of your job description, although they indirectly improve job performance. But career development requires both sets of skills to be continuously updated. Following are some reasons to consider upgrading your skill set:

### **Evolving Skill Set Requirement**

The job requirements for the same job may change over the course of years. You need to be able to evolve with the job.

### **Changing Goals**

Learning never stops. Learners never stop either. Whether it is your

personal goals that have changed or the professional ones, it is never too late to consider adding more skills to your already accomplished set and exploring new opportunities.

### **Increasing Hours**

Sometimes you gotta do what you gotta do. Increasing hours is an excellent way to add some extra income. It never hurts to have more skills and experience to put them to use when you need to.

### **Skills to Learn Skills**

There are skills that are needed to learn more skills - like computers. With technological advancements seeping into all jobs, it is better to be digitally savvy to be able to learn the changing requirements of your current job.

### **Motivation & Excitement**

Formal training is an excellent way to take a break from your regular routine. It provides opportunities for networking and challenges your mind to think beyond the ordinary.

## ABOUT US

Hospitality Workers Training Centre (HWTC) is a non-profit organization dedicated to providing professional training that meets the needs of hospitality workers and demands of the industry. We work in close partnership with Unite Here, Local 75 and industry stakeholders to make training easy, accessible and effective. Classes are offered regularly on a range of topics from English and computers to hands-on skills like banquet and restaurant serving, Smart Serve and Red Seal prep. Many of the classes take place on your properties. All our classes are led by industry experts who are there to help you succeed.

## HAVE YOU BEEN TO OUR TRAINING RESTAURANT?

We run a full-service training restaurant, Hawthorne Food & Drink, that serves delicious farm-to-fork city food. It is located at 60 Richmond Street East, Toronto.



Send us an email with your name, position & property to enter into a draw for a complimentary meal at Hawthorne. Don't forget to mention 'Training Times' in the email subject.

Last Date: **JULY 30, 2016**

Email to:

[soofia@hospitalitytrainingcentre.com](mailto:soofia@hospitalitytrainingcentre.com)

**LUCKY DRAW**

# WHAT DO YOU LOVE ABOUT HOSPITALITY?

# FUN FACT



*"I love interacting with people—being able to make people laugh, serve great food, and provide helpful information. And I'm not just a server. I'm involved with the union, HWTC, working and helping co-workers, sometimes even managers. This brings a certain type of respect."*  
 –Joann Brown, Woodbine Racetrack

It is predicated that the millennial generation (20-35 years old) will replace baby boomers (52-70 years old) as the dominant consumer group for hospitality industry by 2017. – Global Hotel Industry Trends 2016



Do you like having your photos taken? Do you have a story you want to share? We would love to feature you in our newsletters and social media. Email us today: [soofia@hospitalitytrainingcentre.com](mailto:soofia@hospitalitytrainingcentre.com)

## HWTC LAUNCHES UPSKILL

HWTC has launched UpSkill, a training program especially designed for hospitality workers. It offers unique new training courses for elevating and expanding skills in different areas. The courses offered are based on what the employers need and what the workers want. If you think there is a need for some course, let us know!

## Upskill Courses - Sky Is Your Limit

### Culinary Apprenticeship

If you are currently employed in entry level kitchen position with aptitude and interest to go higher, this apprenticeship with in-class sessions at George Brown College is the one for you.

### Culinary Fundamentals

If you are working in mid to senior level of kitchen, you can specialize in selected technical skills like pastry, butchery, cooking techniques, specific cuisines, food allergies, etc. to grow your career.

### Red Seal Certification

Acquire the national standard of excellence in skilled trades recognized across Canada, and move up the ladder.

### Banquet Server

Pick up extra hours as a banquet server by developing the relevant skills and knowledge. Smart Serve certification also included.

### Guest Services

Become a front desk agent to greet guests and register them into the system.

### Dining Server Training

Develop communication techniques to address, anticipate, and resolve guest needs and provide exceptional customer service, food knowledge, and service of alcohol.

### Wine & Spirit Education (W-SET Certification)

If you are currently working in a restaurant, banquet serving, or bartending, you can benefit from this certification. In-class sessions will be held at George Brown College.

## OUR COMPUTER CLASSES CONTINUE

Interested in organizing a computer class at your property for you and your coworkers? Contact us today!

**HOSPITALITY  
WORKERS  
TRAINING  
CENTRE**

To register in any of our courses or get more information about them, call Ken at 647-930-9518 x 312 or send an email at [ken@hospitalitytrainingcentre.com](mailto:ken@hospitalitytrainingcentre.com).

Dont forget to visit our website and facebook page for regular updates:

[www.hospitalitytrainingcentre.com](http://www.hospitalitytrainingcentre.com)  
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