The resource for people in **Tourism**

Member Update

December 2003

IN THE go2 SPOTLIGHT

More than 40 owner / operators shared their HR challenges and victories during go2's HR Clinic at the 2003 Hospitality Trade Exposition. The session offered an open forum to vocalize, brainstorm, and vent over key HR challenges facing employers. Not surprisingly, hiring and keeping good staff continue to be the top HR issues limiting business success.

Triumphing over these concerns are two innovative employers who address employee recognition and seasonality head-on. Recognizing culinary talent, one inventive restaurateur encourages staff to create their own sauces. The restaurant enthusiastically sells the products and pays a royalty to the employee on each purchase. Another employer beats seasonality by cross-training people for different positions during alternate seasons. The bottom line? Thinking outside of the box adds staying power to your payroll.

Mohamed Doma, a senior partner with Canadian Professional Managament Services Inc., presented a dynamic, humorous view of the key points to effective performance management at the go2 - sponsored Performance Management seminar at the BCYHA Convention.

Delegates were left to ponder the question: "If you're not managing people, what are you managing?" In a nutshell? Set standards, communicate them, monitor performance and provide the appropriate training and feedback.

2003 has been a remarkable year filled with change, challenge and energy. The stage is set for an exciting entry into 2004 with the launch of the new tourism HR website; completion of the Compensation and Benefits Study; and the "next steps" for the industry image campaign. Our commitment to listen, respond and take action on the HR needs of all levels of the industry is the very core of our business. We look forward to serving as your human resources right hand and helping the industry thrive and grow through the people it employs.

CHARTING OUR COURSE - 2003 / 2004 BOARD OF DIRECTORS

Simon Evans, (Chair) President and CEO | BC Restaurant & Food Services Association
Ian Powell, (Vice Chair) General Manager | The Fairmont Empress Hotel
Rick Lemon, (Treasurer) VP Tourism Operations | Tourism BC
James Chase, (Past Chair) Executive Vice President | BC & Yukon Hotels' Association
Patricia Cashin, Executive Director | BC Lodging & Campgrounds Association
Mariana Fiddler, Executive Director | BC Liquor Licensee & Retailers' Association
Sandra MacSorley, Manager Ancillary Services | Vancouver Community College
Don Monsour, President | Hospitality Associates
Rusty Noble, Director of People | Panorama Mountain Village
Julia Peters, Principal | Vancouver Premier College
Jonathan Rouse, Chair, Tourism & Outdoor Recreation Management Dept | Capilano College
Christine Stoneman, Senior Manager | Grant Thornton Job Placements Inc.
Marcus Von Albrecht, Executive Chef | Jericho Tennis Club
Shannon Washbrook | Training Professional

CONSIDER THIS:

It can cost an organization up to ***18 months' salary*** to lose and replace a manager and up to ***6 months' salary*** to lose and replace an hourly worker.

Food & beverage businesses in British Columbia and Quebec are cutting back services and hours of service ***because of worker shortages.***

THE BEST OF THE SEASON

As the holiday season draws near we wish you, your staff and your families a happy, safe and joyful Christmas.

It is our hope that 2004 will bring each of you happiness, prosperity, and peace in your homes, your hearts and your workplace.

ON THE go:

November 2003

Vancouver Hotels HR Directors Group | *Presenter*

December 2003

Fraser Valley Education and Career Fair | *Exhibitor*

Victoria Education and Career Fair | *Exhibitor*

2010 Olympics HR Planning Committee | *Round Table Host*

2010 Olympics Employment & Skills Stakeholder Forum | *Attendee*

January 2004

FAB - Food & Beverage Conference 2004 | *Attendee*

Vancouver Coast & Mountains Tourism Region | *Presenter*

go2 · 306-15225 · 104th Avenue · Surrey · British Columbia · Canada V3R 6Y8 · *tel* 604 930 9770 · *fax* 604 930 9771 · *email* info@go2hr.ca