

go2's
Ripple Effect

Spreading high HR standards throughout the tourism industry.



www.go2hr.ca

Message From go2.

Earlier this week, we held our Annual General Meeting where we elected a new board of directors, highlighted the past year's achievements and outlined key projects for the upcoming year. Above, the image of the ripple effect is from the cover of our Annual Report, and the intention of this effect has been symbolized in go2's logo since our inception.

While labour shortages continue to plague tourism and hospitality operators in all areas of the province, go2 has seen – and showcased – those who have taken steps to become better employers and leaders in order to recruit and retain the best. These positive actions will set the standard for other employers – and this is the intent behind the ripple effect. We promise to stay ahead of the curve in providing best management resources and services to help employers address current and emerging workforce challenges and opportunities. It's going to be an exciting year ahead!

Arlene Keis
CEO

HR to Help Your Bottom Line.

Performance management: Happier workplace and higher profits. Employee performance affects company performance. See whether your company has all the objectives of performance management in place, and whether you're truly reaping all the benefits!

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Watch for cultural biases in assessing employees. More and more employers are looking towards hiring foreign workers to help ease the labour shortage. When completing performance appraisals keep in mind that values, beliefs and perspectives vary by culture. Read about these two pertinent differences that you should know about.

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New provisions to reservist leave of absence. Effective May 29, 2008, the Employment Standards Act was amended to provide statutory job protection to civilians serving as military reservists in the Canadian Forces.

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BC Success Stories.

Kingfisher Resort offers keys to workforce success. The Kingfisher Resort has been operating for 30 years and has some 200 employees. The average length of employment is five years, the longest length is 12, and the average annual turnover rate is just two per cent. For the evolving BC tourism industry, these numbers are considered substantial. Find out what inspires such staff loyalty.

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Stay Tuned.

Next Month: Wickaninnish Inn successful at attracting foreign workers. This world-class resort hasn't been immune to the challenging labour shortage, so they've turned to hiring foreign workers for the past four years. Read about their experience, and the advice they share with other employers.

NEWS & EVENTS


The Canadian Tourism Human Resource Council is requesting your input! Attention all tourism operators: The CTHRC is requesting your participation in their annual employer survey that will help you make effective and proactive HR decisions. [More...](#)

Manager appointed for Propel: go2 announces the appointment of Linda Halingten to Customer Service Manager, Propel. [More...](#)

Cook employers' input needed: The Canadian Apprenticeship Forum is asking for employers who train cook apprentices to complete a survey on the costs and benefits of apprenticeship training so an accurate return of training investment can be obtained. [More...](#)

Top in Trades winners announced! Check out these three exceptionally talented Top in Trades award winners whose dedication to BC's tourism industry is truly worth recognition. [More...](#)

Tourism makes BC smile: go2 would like to congratulate Karen Burwood from Big White Ski Resort, the winner of go2's 2008 Tourism Week Photo Contest! [More...](#)

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FOREIGN WORKER Q&A

Question: I operate a small lodge on Vancouver Island and was recently approached by a couple visiting from the UK who were interested in working for me as housekeepers for the summer. I have an approved LMO for this occupation but am not sure if I can hire these applicants who are here on visiting terms.

[Answer...](#)

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