

HR Grapevine



Regional Tourism HR Newsletter

Dear **Joyce** — Welcome to the HR Grapevine!

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As a subscriber to TOTA's Manic Monday News, we are sending you our Regional Tourism HR Newsletter, as we think you may be interested. We hope you find value in this publication; however, if you wish to stop receiving this newsletter, you may update your email preference at any time. Feel free to refer a colleague to subscribe if you feel they would be interested!

We appreciate your feedback and input! Please feel free to let us know what you think and send us any HR-related news or events that you would like to see shared in future issues

HR News



- > **Last Chance: We Want to Hear from You!** Your feedback is valuable to help us gain insight on how we can support you better. The **Thompson Okanagan Regional Tourism HR Initiatives Employer Survey** will take 5-7 minutes to complete and help us determine whether we should offer similar activities in the future.

Please fill out the survey by Friday, Aug. 3, 2018. If you have any questions, please contact Ginger Brunner, Regional HR Specialist, at gbrunner@go2hr.ca or call 778-721-5523. Thank you for your participation!



- > **Introducing New go2HR website.** Have you checked out the new go2HR.ca? The refreshed, redesigned website incorporates improved functions to help you easily post jobs and hiring events, find resources faster, and manage your company listing to include multiple locations and users to post on your behalf. Plus, access information specific to the Thompson Okanagan region, right from the homepage.



- > **New First Aid Training Requirements Effective July 1, 2018.** WorkSafeBC regularly reviews the occupational first aid training program to ensure that it is keeping up with best practices. In order to cover a broader spectrum of medical issues and align treatment protocols with Canadian and international best practices, occupational first aid training requirements changed as of July 1, 2018. [Learn more...](#)



- > **What Will Recreational Cannabis Legalization Mean for Liquor Licensees?** As of October 17, 2018, recreational cannabis will be legally available in Canada. This change in a century-old law will create new questions and challenges for British Columbia's liquor licensees. Will legalization change the duty of care for liquor licensees? Find out [here...](#)



- > **Online Tool to Help Employers Recruit Skilled Newcomers.** BCJobConnect is a customized online tool provided by the Immigrant Employment Council of BC (IEC-BC) that connects job-ready newcomers with BC employers. Once registered, employers have access to a database of job-ready newcomer candidates who have uploaded their profiles into the tool. [Learn more...](#) Kelowna-based employers can contact Kathy Crocker, Immigrant Services Settlement Worker, Kelowna Community Resources 250.763.8008 x139



- > **Looking for Customer Service Training for Your Team?** SuperHost Foundations of Service Quality is a comprehensive, practical introduction to the principles of providing a quality service experience. The online course offers flexibility, allowing students to work through the materials at their own pace, wherever they are. At \$59.00, students will learn about Net Promoter Score, and gain practical skills such as communications and teamwork. They will study best practices that meet the needs and expectations of both employers and visitors. [Learn more...](#)



- > **Employee Accommodations Option for Okanagan Employers.** SNAP for Business, a relocation service offered by Kelowna-based Happipad, helps employers find rental accommodations for their employees in the Okanagan. SNAP has partnered with local property managers and employers to provide relocating employees with access to rental housing. The SNAP service includes a dedicated Happipad Agent, rent negotiation, lease facilitation, and more. For information click [here](#).

HR Best Practices



- > Congratulations to the Prestige Hotels & Resorts team who are celebrating their 25th anniversary! Their inspiring [celebration video](#) showcases the company's culture and values through interviews with their employees across BC, including their very first employee. Nice touch, Prestige! Image source: <https://www.prestigehotelsandresorts.com/>



- > According to Michael J. Ballingall, Senior VP of Big White Ski Resort Ltd., staff accommodation was the number 1 concern raised in the exit surveys of their team members last year. As a result, the ownership group and executive team are doing what they can, as fast as they can to provide their employees with a great living experience at 5,100ft. above sea level.

Their first on-resort staff accommodation building (48 beds and a cost of \$3.5 million) will be ready for occupancy very soon. Construction on buildings 2 & 3 has started and a 4th building is set to start in the near future. These units should be at lock up stage before Christmas

and ready for occupancy in the summer of 2019. Once all buildings are complete, the resort will have the ability to provide accommodations for 192 employees within 48 small apartments (max. 4 beds per unit).

People in the News

In memoriam: **Jimmie Spencer (1926-2018)**

Glenn Mandziuk, CEO of the Thompson Okanagan Tourism Association (TOTA), will serve as vice-chair of the new Minister's Tourism Engagement Council (MTEC).

Howard Grieve recently retired after 7 years with TOTA in position of Travel Trade and Media Specialist. Best wishes Howard!

Carla Young joined the TOTA team as Travel Media and Digital Marketing Specialist

Ingrid Dilschneider has taken on the position of Travel Trade and Digital Marketing Specialist at TOTA

TOTA also welcomed the following summer students: **Darnel St Pierre** - Visitor Centre - Event & Visitor Services and Planning. **Alastair Heinrichs** – Content Developer Coordinator. **Marika Van Poelgeest**- Destination Development Event Coordinator and **Jack Wang** – Project Coordinator

Sandy Sidhu joined the Hotel 540 team in the role of HR Specialist

Michael Macleod recently joined the Sun Peaks Grand Hotel & Conference Center as Director, Sales & Marketing

Sandman Hotel Penticton welcomed **Cheyenne Green** as their new Front Office Manager

Patrick Moros, Front Desk Assistant Manager at the Best Western Kelowna won the Kelowna Hotel Motel Association's inaugural Heart of Hospitality Award for saving the life of a guest. Seven other finalists were also recognized. Congratulations everyone!

Congrats to the Nominees & Finalists in the Kamloops Chamber Business Excellence Awards 2018! Finalists include: **Atish Patel**, Scott's Inn & Restaurant - Employer of the Year Award. **Fairfield Inn & Suites by Marriott** - Inclusive Workplace Award. **Al Patel**, Scott's Inn & Restaurant and **Terri Axani**, DiVine Tours - Business Person of the Year Award. Good luck everyone!

Jodi-Lynn Martell recently joined the Spirit Ridge At Nk'Mip Resort By Hyatt team as Director of Human Resources

Congratulations to **Paul Kenward**, Events and Terrain Park Manager at SilverStar Resort who was recognized in this year's SAM Magazine top 10 under 30

Chris Lewis Tourism Kelowna's Visitor Experience Manager was recently promoted to Director of Visitor Experience

Tourism Kelowna is pleased to welcome **Malley Kline** back to their Visitor Experience Team. **Sydney Solland**, **Hannah Day** and **Siara Less** also joined the Visitor Experience Team for the summer

Rylan Hernberg has accepted the role as Manager at the Ramada Penticton

Josh Roth has recently been promoted to Chef at the Ramada Penticton and Kettle Valley Station Pub

New addition to your team? Retirement? Internal promotions or other exciting career-related events happening on your team? Let us know so we can help share the news!

Events

Aug 30, 2018 [TOTA Golf Tournament](#), Kelowna
Oct 1 & 2, 2018 [CWSAA Fall Meeting](#), Sun Peaks
Oct 2, 2018 [University of Victoria Co-op & Career Fair](#), Victoria (Registration now open)
Oct 24, 2018 [BCLCA Lodging & Campground Ideas Forum](#), Kelowna
Nov 14, 2018 [TOTA AGM & Tourism Summit](#), Osoyoos

Don't Forget! Post your jobs on the [go2HR Job Board](#)! It's FREE and only for BC's tourism and hospitality industry.

FIND US

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