

# HR ADVISOR SERVICE FOR TOURISM & HOSPITALITY

## THOMPSON OKANAGAN

People are critical for your tourism and hospitality business to thrive, and it is harder than ever to recruit and retain talent. The province of BC and the Ministry of Tourism, Arts, Culture and Sport recognizes the challenges you face and have partnered with go2HR to offer complimentary HR advisory services to assist your business. Think of this initiative as “HR on Speed Dial” and an effective tool to realize your business recovery.

## WHAT DOES THIS SERVICE OFFER

Whether you have a current issue or just need advice, the Regional HR Consultants can help. From recruitment and retention strategy development to identifying specific gaps in your HR program, this service was created to better assist you.

Flip the page for some examples of what this service can help with!



## CONNECT WITH GINGER BRUNNER

Regional HR Consultant, Thompson Okanagan

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**TAKE THE FIRST STEP**  
email or call your go2HR's regional HR consultant to connect to a broader HR team with extensive expertise.

## ABOUT go2HR

go2HR is BC's tourism and hospitality human resource and health & safety non-profit association. We offer tools, information, and consulting services to elevate employers' human resources and health and safety practices. We also offer education and training for current and future workforces. We work as a resource to inform government, stakeholders, and communities on labour market conditions and strategies in relations to the tourism and hospitality sectors in BC. Learn more at <https://go2hr.ca>



Please see below for an example of what Ginger can help with. The service is complimentary to BC's tourism and hospitality businesses and has the full support of TOTA.



## RECRUITMENT STRATEGY AND PLANNING

In today's tight labour market it is really important that businesses have a clear strategy and a plan on how to recruit the staff they need. Understanding some key elements of effective recruitment, and building a plan that addresses the organization's needs can go a long way in improving recruitment outcomes. We can help you:

- Develop/audit a recruitment strategy
- Build a job description
- Identify potential recruitment channels
- Hire from diverse labour pools
- Provide interviewing tips and guidelines
- Create objective selection criteria
- Support access student recruitment grants specifically for Tourism and Hospitality businesses (PROPEL)



## ONBOARDING

Onboarding a new employee well is critical to ensure retention, and is an opportunity for employers to make a lasting first impression. We can help you build an effective onboarding process by:

- Outlining the components of a good onboarding plan
- Detailing the process
- Offering appropriate resources



## RETENTION

Retaining employees in this competitive labour market requires focus, creating a workplace culture that values people and what they bring to the role. We can support you with:

- Building respectful workplaces
- Equity, diversity and inclusion
- Mental health and wellness
- Bullying and harassment, including sexual harassment
- Training & development, including support accessing BC Employer Training Grant
- Performance management
- Rewards & recognition; perks
- Scheduling, seasonality, workforce management



## HR ADVICE

- Progressive discipline issues
- Employee exit
- Compensation & Benefits
- Hiring foreign workers