

INCLUSIVE TOURISM JOB FAIR

April 16, 2019

Holiday Inn St. John's
180 Portugal Cove Road



Tourism Job Fair Guidebook

April 16th 2019

Holiday Inn, 180 Portugal Cove Road

1:00 pm - 7:00 pm

Tim Hortons

Tim Horton's is a leader in the quick service food industry. We offer opportunities for advancement in our business. Our restaurants are fast-paced and provides our Team Members with diverse tasks and new challenges to embrace everyday!



Restaurant Team Members

Responsible for service our guests in a fast, friendly and efficient manner. Also responsible for maintaining restaurant food safety, cleanliness and operations standards.

Locations:

- Mount Pearl

Murray Premise's Hotel

Murray Premises Hotel is in a National Historic Site on the St. John's waterfront, with rooms radiating character through exposed 19th century wooden beams, contemporary furnishings and luxurious touches. Atmosphere is paired with a prime location: minutes' walk from restaurants, quaint shops, Mile One Centre and St. John's Convention Centre. Modern comfort, uncompromised service, and value lead travellers to choose Murray Premises Hotel as their accommodations... again and again.



Front Desk/Porter

Always provide the highest quality of service to the guest. Promptly and effectively deal with guest complaints and requests. Check guests in and out efficiently and in a friendly manner. Take reservations over the phone and in person. Post guest charges and compute guest bill. Collect payment and make change for hotel guests following all cash handling procedures

as required by hotel. Develop a thorough knowledge of hotel staff, room locations, room rates, amenities, and selling strategies. Answer switchboard in accordance with standards of proper telephone etiquette. Block rooms and handle special requests. Monitor room availability. Keep lobby and desk area clean and presentable. Have a thorough knowledge of emergency and security procedures. Open and close shift and make cash drops. Ensure all credit cards, cash, and change fund are balanced throughout each shift. Inform management of any guest or systems related complaints or problems. Communicate with incoming staff and management by logging pertinent information in the pass on log. Keep maintenance informed of all maintenance needs. Be able to move luggage or packages weighing up to 40lbs. Other duties may be assigned.

Qualifications:

- Must be available to work am and pm shifts and weekends.
- Knowledge of any hotel management system considered an asset.
- Must have ability to handle fast paced, multi-tasking, stressful environment.
- Must have excellent communication, customer service and interpersonal skills.
- Must have completed minimum Secondary School Certificate.
- Previous computerized hotel and/or front desk experience an asset.
- Must be able to work with minimal or no supervision.

Housekeeping

The incumbents are responsible for maintaining a clean and appealing guest room according to policy standards. Works under general instructions to prioritize and complete assigned tasks. Responsibilities include but are not limited to:

- Change bed linen, vacuum carpeting and dust all furniture
- Thoroughly clean the bathroom area — wash shower stall, tub, sink, floor, toilet, etc.
- Adhere to brand standard cleaning requirements.

- Make sure that the standard room set-up is complied with.
- Report all damage found in a room immediately.
- Report all missing items in a room and any personal guest items found in vacant rooms immediately.
- Ensuring all “lost and found” items are turned in immediately.

Historic Sites Association of NL

As the first non-profit Parks Canada cooperating association in this country, the Historic Sites Association of Newfoundland and Labrador strives to enhance the National Historic Sites of Canada of this province. The HSA has completed restorations, publications, performances, symposiums, festivals, youth education, and many projects that preserve and present the history and heritage of NL. HSA also operates the Heritage Shops of Newfoundland and Labrador to fund projects and support local creators of craft, art, books and gifts so that everyone can take have a reminder of their experience with the nature, people and culture of Newfoundland and Labrador.



Seasonal Retail Sales Association (9 locations in NL)

Sales associate and information guide to the public. Duties will include sales and information about products related to the history and culture of our province: customer service stocking shelves; organizing displays; inventory counts; completing daily and weekly accounting records; making daily bank deposits; greet visitors, provide background information concerning local crafts people and their processes, local events, provide directions, and answer any questions that tourists may ask. The ideal candidate for this position will have an interest and knowledge of community and history of the province.

Qualifications:

- Previous retail experience.

- Passionate about this province with some experience with NL tourism.
- Professional, and enjoy working in a customer service-oriented environment.
- Reliable and self-motivated

Historic Sites Association Warehouse (O’Leary Ave, St. John’s)

Provide distribution support for nine stores throughout Newfoundland under the supervision of the Warehouse Supervisor. Liaise with Store Managers to send shipments of interpretative stock to various locations across the province. Receiving stock from local crafts people and pricing the stock. Analyze stock needs based on computerized reports.

Qualifications: The ideal candidate for this position will possess good time management and organizational skills. Must be able to lift 50lbs.

Office Assistant (HAS Head Office, St. John’s)

The student Office Assistant will be responsible for assisting with the following: organizing paperwork; daily cash reports; preparing bank deposits; monitoring float and petty cash levels; ordering office supplies; processing wholesale and mail orders; as well as answering phones and maintaining correspondence. Student will provide support for 10 locations.

Marketing Assistant (HAS Head Office, St. John’s)

The student will assist in the implementation of the organization’s marketing strategy and branding campaign. In this position the student will: develop content for social media and newsletter communications, provide updates to website content, monitor key marketing metrics, prepare relevant media releases, conduct marketing research, participate in the organization’s branding campaign, and assist with other special promotions and events. The student will also help manage the organization’s e-commerce store by assisting with website administration, product

photography and editing, copywriting, customer service, and order packaging and fulfillment.

Heritage Fair Assistant (HAS Head Office, St. John's)

Under the supervision of the Executive Director of the HSA the successful student will be responsible for assisting with reporting and planning for the Provincial Heritage Fairs held in over 100 provincial schools. Duties will include, compiling Heritage Fair data and images from six regions of the province and completing a qualitative and quantitative provincial report, develop a sponsorship package to secure funds to sustain the Heritage Fair program in NL, create a report with testimonials, information and images collected from Heritage Fair students who won an Ambassador Award at the 2018 Regional Fairs. Arrange and plan training for Regional Heritage Fair Coordinators including a manual, workshop and a training video. The student will be expected to complete a report of strengths, weaknesses, opportunities and threats for the Heritage Fairs at the end his/her work placement.

Gallery Assistant (Water Street, St. John's)

The Heritage Art Gallery Attendant will be responsible for the following:

- Develop and maintain a juried exhibition for the gallery -Send out 'Call for Submissions' and develop promotional material for the juried exhibition
- Aid the Curator in the jury process as well as the installation of the exhibit
- Research and provide historical documentation for the exhibition
- Maintain the current exhibition, record traffic and sales daily. -Work with the Marketing Coordinator to promote the show and increase visitation
- Work with artists to develop information about their work for public presentation.

- Provide excellent customer service to all visitors

Bier Markt

At the Bier Markt, we believe that bier is art, and when paired with food it unlocks a new experience, we call it the Guided Journey. Our values – work as a #1 team, be curious and creative, respect the art of bier, and choose quality. We are inspired by Northern Europe – the home of fine bier.



Sous Chef

Reporting to the chef, the Sous Chef supports the culinary team in food quality, adherence to standard operating procedures and cost management. This is a full-time position.

Qualifications: Experience managing and/or supervising in a full-service restaurant.

Cook

Reporting to the chef, the cook works as a part of the culinary team to create and produce amazing quality from scratch food.

Qualifications: Experience in a full-service restaurant.

Server

Working with the guest service team, our servers use their vast bier knowledge to unlock the world of bier pairings for our guests. Our goal – use genuine hospitality to ensure our guests leave happy.

Fairfield Inn & Suites by Marriott St. John's

Ideally located between St. John's International Airport and downtown Mount Pearl and Paradise, close to business parks, university, and the provinces largest shopping mall, our hotel provides guests with what they need so travel is easy and productive. We support a respectful workplace environment, enforce workplace safety, and foster a team environment.



Guest Service Agent

Under the direction of the Guest Services Manager (or Front Office Manager), the Guest Services Agent will be the Ambassador of guest satisfaction involving being actively engaged in anticipating and delivering lively guest experiences. The Guest Services Agent is responsible for ensuring that exceptional service is provided from check in to check out, by problem solving concerns, ensuring effective communication and follow up as required with various guests and departments. They are passionate about serving others and working as a team with associates from all departments.

Qualifications:

- Excellent guest service
- Excellent communication skills both verbal and written
- Strong computer and telephone correspondence abilities with previous experience using Microsoft such as Word and Excel
- Highly organized, able to multi-task and detail oriented
- Works well under pressure and without supervision
- Able to perform well in a fast-paced environment
- Energetic, honest, self-motivated and flexible
- Excellent communication and interpersonal skills
- Ability to communicate with a wide variety of people
- Reliable, punctual and dependable
- Strong teamwork skills

- Able to sell the services of the hotel

Food & Beverage Server

Reporting to the Guest Service Manager & the Food and Beverage Coordinator, this position includes responsibilities to food and beverage operations, including service and set-up for the catering department as well as support to the breakfast area.

Qualifications:

- Strong communication, leadership and organizational skills.
- Ability to delegate tasks to team members and facilitate completion.
- Ability to work under pressure.
- Ability to recognize and correct guest service issues in a courteous and professional manner.
- Maintains a high level of professional appearance, demeanor, ethics and image.

Room Attendant

Under the direction of the Housekeeping Manager (or Executive Housekeeper), the Room Attendants contribute to the consistency of departmental and brand standards by cleaning stay over, vacant and check out rooms. The Room Attendant is responsible for maximizing guest satisfaction and loyalty through the cleanliness and overall appearance of the hotel, guest rooms and corridors and through positive interactions with guests. They are passionate about serving others and working as a team with associates from all departments.

Qualifications:

- Excellent guest service
- Highly organized and detail oriented with a passion for cleanliness
- Works well under pressure and without supervision
- Able to perform well in a fast-paced environment
- Energetic, honest, self-motivated and flexible
- Excellent communication and interpersonal skills

- Reliable, punctual and dependable
- Strong teamwork skills

Ches's Fish & Chips

Established in 1951, the Ches's family of restaurants has seven locations across the province. While many things have changed since those early days, there are some things that will always be a part of how we serve our Fish and Chips-and every other item on the menu. All our food is still prepared and cooked by hand, with the same batter and attention to detail that Ches built his reputation on. Our tradition is quality, and that extends to the service of our staff. We're looking for you to be part of our tradition.



Supervisor (Mount Pearl)

Oversee staff during shifts ensuring all job duties are carried out in a professional manner. Dealing with customers and responsible for the POS systems and readings for the shift. Working with the manager to ensure the smooth running of the restaurant.

Qualifications: Minimum 2 years experience in the restaurant industry.

Cashier/Server

Locations:

- Topsail Road
- Kenmount Road
- Highland Drive
- Freshwater Road

Greeting customers in a friendly manner, serving them either at the cash for take out orders or in the dining rooms. Ensuring the customers have an excellent experience at Ches's.

Qualifications: Friendly and outgoing, experience an asset but not required.

Cook

Locations:

- Kenmount Road
- Mount Pearl
- Freshwater Road

Responsible for the cooking of the food for the shift. Ensuring proper food safety and quality.

Qualifications: Experience and food safety training an asset but not required.

Manager

Oversee the daily operations of the restaurant. Ensure the training of staff and the quality of the food. Work with management to provide a safe work place and to offer the Ches's experience to all customers.

Qualifications: Five years experience in the restaurant industry with at least 2 years experience in a management position.

Twillingate & Beyond

Location:

- Twillingate, NL

Twillingate & Beyond Inc., offers outpost accommodations, experiences, and Artisan Market on the oceans edge, centrally located in downtown Twillingate, NL.



Our accommodations along the coast of Iceberg Alley include Sunshine Inn, Drift Away Suite, Hi Tides Hostel and Oceanview Retreat. We offer individual and group rates.

The Artisan Market is at the heart of Twillingate & Beyond Inc. The market offers guest services, experiences, café and fine art handcrafted from Newfoundland and Labrador's most talented Artisans.

Booking and Marketing Specialist

The Booking and Marketing Specialist will be the driving engine behind Twillingate & Beyond and a key member of the team. Their duties will include but not limited to:

- Manage social media platforms
- Maintain website and online store
- Create promotional material and ads
- Manage Artisan Market inventory and storefront
- Aid in developing new innovative ideas to integrate within the business
- Process bookings
- Maintain Emails
- Integrate booking system with booking channels

Qualifications: Post-secondary Business, Marketing, or Tourism related programs.

Artisan Market Storefront

The Artisan Market Storefront position has a key role from May - Aug as being the first person our guest met while arriving at Twillingate & Beyond. Their duties will include but not limited to:

- Retail
- Guest service
- Maintain bookings
- Offer local history and current attractions and experiences
- Learn and promote artist products

- Create social media post
- Understand and follow regulations for selling alcohol
- Food Prep

Housekeeping

The Housekeeping position will work at the Sunshine Inn, Drift Away Suite and Hi Tides Hostel from May - Aug. Their duties will include but not limited to:

- Make beds and clean rooms
- Wash and fold laundry
- Clean common areas indoor and outside
- Set up continental breakfast
- Greet and socialize with guest
- Know local history and current attractions and experiences
- Use booking system

PAL Airlines

PAL Airlines is a customer service focused airline operating in Eastern Canada and beyond. We offer scheduled flights as well as air charter and cargo services.



Why work for PAL Airlines?

PAL Airlines values each and every one of its employees and offers comprehensive benefits package to show their appreciation. The benefits package includes, but is not limited to:

- Pension Plan, Health and Dental Plan, Flight Benefits, Employee Stock Purchase Plan, Employee Tuition Assistance Program, Employee Assistance Programs, Social Fund.

Flight Attendant

- St. John's

As a Flight Attendant your primary responsibilities will be to ensure the in-flight safety and service of all passengers onboard in accordance with Transport Canada and Air Operator's standards. You will greet passengers, explain safety procedures, serve food and beverages to passengers and make in-flight announcements.

Qualifications:

- The ability to fluently speak both French and English;
- A minimum of two years' experience in customer service;
- Completion of the Flight Attendant Academy or the In-flight Institute Online Training Program - CT201 prior to commencing employment;
- The ability to work both independently and in a team environment is a must;
- Exceptional interpersonal, communication, time management and customer service skills;
- Must be at least 19 years of age to meet the Canadian Liquor Legislation;
- Criminal record check prior to employment;
- Willingness to travel.

Customer Service Representative

- St. John's

Assist Customers through all phases of their booking, flight check-in and aircraft boarding and de planning processes in accordance to our Customer Service policies, company procedures and safety and regulatory processes. Responsible for the safe movement of our passengers to and from our aircrafts and to provide any extra assistance when required. Provide outstanding customer service to our customers. Working with the PAL Airlines team on developing new Customer Service initiatives and ideas. Administration duties and reporting in relation to the operations of PAL Airlines scheduled and Charter flights. Work closely with all

departments of PAL Airlines to ensure our Customer's experience is an enjoyable one from origin to destination.

Qualifications:

- The successful candidate must have a minimum of 2 years' experience in providing Customer Service in a fast pace environment
- Must possess exceptional Customer Service skills.
- Must exhibit excellent written and oral communication skills as well as excellent problem-solving skills as this position requires on the spot decision making.
- Must be able to work independently and in a team environment.
- Must be able to obtain a clear Record of Conduct.

First Officer – Dash 8

- St. John's

Qualifications - Preference will be given to candidates with the following:

- 1500 hours total flight time
- Valid Commercial Pilot License
- Successful completion of ATR / IATRA Exams
- Commercial Pilot License;
- Current Instrument Rating;
- Multi-Engine Rating;
- Must be able to work flexible shifts and pick up shifts on short notice for additional flights, charters and vacation/sick leave coverage.
- Must have a clean certificate of conduct, and be able to obtain Transport Canada Security Clearance;
- Excellent communication and organization skills;
- Excellent problem solving and decision-making skills;
- Ability to work with others.

Aircraft Groomer

- Various Locations

To wash aircraft exterior, including washing landing gear etc.; Cleaning of aircraft parts; Cleaning of the aircraft interior cabin and flight deck; Safely operate and maintain all equipment to ensure that it is clean and operable; Clean and maintain hangar; Other duties as assigned.

Qualifications:

- Cleaning experience considered an asset.
- Completion of high school.
- Valid driver's license.
- Must be able to obtain security clearance and clear criminal record check.
- Excellent communication and organization skills.
- Ability to work with others;
- AVOP (Airport Vehicle Operators Permit) would be considered an asset.

Ramp Attendant

- Various Locations

Loading and unloading all of PAL Airlines/Charter flights; Ensuring appropriate equipment is available to facilitate the off load and on load of passengers and cargo; Cabin grooming when required; Completing daily inspection of all ground handling equipment and the completion of required paperwork; Marshalling aircraft in and out of the ramp area safely; Other duties as assigned.

Qualifications:

- High school diploma.
- Valid driver's license with clean driver's abstract.
- Ability to lift weight handling up to 45 kg (100 lbs).
- Must be able to obtain security clearance.
- Excellent communication and organization skills.
- Excellent problem solving and decision-making skills.
- Ability to work with others.

Air Borealis (owned & operated by PAL Airlines)

Through a historic agreement between the Innu and Inuit of Labrador, together with PAL Airlines, Air Borealis is an airline all can take great pride in. As a company, we have a deep respect and connection to the



community, to the environment, and to the people of the North. And we take our corporate responsibility to provide sustainable air transportation, and the highest level of customer service, to heart.

The Torngat Mountain National Park - An Inuit Homeland, one of the last untamed, unspoiled places left on earth. Comprised of 9,700 square kilometers of spectacular wilderness, the Park stretches north from Saglek Fjord to the northern tip of Labrador, and westward from the Atlantic seacoast to the Quebec border. It's a land of mountains, polar bears, small glaciers, and caribou, where the Inuit hunt, fish, and travel as their ancestors did. Come explore one of the most captivating places on earth.

Fixed-Term Logistics Coordinator – Torngat Mountains Project

- Goose Bay, NL

Coordinate the logistics of travel for Torngat Mountain employees and/ or customers; Responsible for the coordination of pick-up and delivery for all camp supplies; Responsible for all procurement, purchase tracking and reporting; Greeting customers/clients upon arrival in Goose Bay and responsible for transporting guests to and from the airport; Provide rapid response to all Torngat Mountains customers/clients inquiries; Ongoing social media management, monitoring and coordination of multiple channels including content creation, message responses and overall engagement; Assist in the preparation of written/verbal communication including announcements and press releases according to our business policies/procedures.

Qualifications:

- Previous experience in the adventure tourism industry.
- Experience in a similar project coordination role.
- Proficient knowledge and experience with all social media platforms.
- Excellent customer service skills.
- Ability to multi task and maintain a strong attention to detail.

Base Camp Manager – Torngat Mountains Project

Operations:

- Receives Clients on arrival, ensure that guests receive camp orientation and safety briefing
- Ensures highest levels of customer satisfaction and guest experiences are consistently achieved
- Supervise Camp construction (seasonal tents) and system start-up (eco-nomad, hot water, water supply, sewage system, kitchen equipment, bear fence) including pre-season maintenance, technical assistance will be provided.
- Develop staffing schedules
- Ensure safe, efficient and smooth operation of Base Camp including accommodations, kitchen, water
- Ensure Base Camp is maintained in a 'Client Ready' fashion at all times
- Coordinate operation of marine assets
- Works with head cook to ensure fresh food is ordered and delivered to Base Camp
- Coordinates staffing and other resources for Client excursions

Collaborates with Parks Canada and supervises Hospitality Coordinator to:

- Ensure that Clients receive the quality experiences included in the package
- Ensure that Base Camp Clients receive a high quality of customer service from Base Camp staff

- Ensure coordination of Parks Canada programming, Base Camp programming, and asset management to deliver on Client expectations as purchased
- Communicate with Clients regarding weather delays for programming and travel to/from Base Camp

Collaborates with Air Borealis to ensure suitable Shut-down including:

- Dis-assemble Base Camp tents and bear fence
- Inventory equipment
- Store equipment for winter
- Winterize mechanical equipment
- Demobilize marine assets
- Report on season operations
- Other duties as required

Qualifications:

- Previous experience in the adventure tourism industry.
- Experience in a similar project coordination role.
- A drive for excellence in the guest experience.
- Creative in overcoming organizational or resource obstacles.
- Ability to effectively manage employees and guest.
- Ability to multi task and maintain a strong attention to detail.

Fixed-term Chef – Torngat Mountains Project

- Consults the established budget and plans the camp menus for the duration of the camp period;
- Orders food and kitchen supplies for the full duration of the camp occupation;
- Organizes the kitchen staff and plans for the delivery of the meals;
- Ensures safe food handling procedures as well as sanitation within the kitchen;
- Supervises the kitchen staff in their various functions including making bread and pastries, traditional food as well as an alternate menu choice;

- Ensures that food meets quality standards;
- Exercises portion control within the budget allocated;
- Follows all safety rules and regulations as applicable to the kitchen and supporting structures;
- Prepares specific meals for the camp occupants;
- Implements a quality control process to ensure camp occupants are satisfied with their meals;
- Performs other duties as required.

Qualifications:

- 5+ years' experience as a chef in the hospitality industry
- Creativity in incorporating local ingredients
- A drive for excellence in the guest experience
- Strong understanding of menu creation and cost evaluation
- Ability to lead & communicate effectively with a team

Holiday Inn St. John’s Conference Centre & East Side

Mario’s

At Holiday Inn we believe the joy of travel is for everyone. We pride ourselves on delivering an affordable, enjoyable hotel experience where guests are always welcomed warmly.



East Side Mario’s: Come empty, leave full! We are committed to creating dining experiences for our guests that capture the youthful and fun expression of today’s Italian lifestyle.

Guest Service Agent

The Guest Service Agent is often the first point of contact and the first impression for guests. Warm, knowledgeable service and helpful guidance reassure guests they’ve made the right choice to stay with us. To deliver a

great guest experience – a Guest Service Agent will check in and out guests efficiently, and make sure they have all they need for a great stay.

Qualifications:

High school diploma/Secondary qualification or equivalent. One-year front desk/guest service experience strongly preferred. Proficiency in Opera/Fidelio is preferred but not essential. Some college/university preferred. Must speak fluent local language. Additional language skills preferred but not required depending on location of hotel.

Room Attendant (Housekeeping)

Housekeeping is what gives hotels the “wow” factor. It’s the moment that guests walk into the hotel and are impressed, then enter their bedrooms and think “wow, this look wonderful”. To deliver a great guest experience – a Room Attendant will clean and service guest rooms so everything is spotless and prepared for the guest.

Qualifications:

Basic reading, writing and math skills. The ability to carry/lift items weighing up to 50 pounds and ability to push/pull medium to large weights/objects.

Maintenance Person

Maintenance is what keeps a hotel running smoothly. To deliver a great guest experience – a Maintenance Person will make sure everything is working so guests are safe and comfortable.

Qualifications: Basic reading, writing and math skills and 1+ years of general building maintenance and repair experience. Completion of high school diploma or related vocational training preferred.

Restaurant Server

To provide prompt and courteous service to restaurant guests. Greeting customers, taking orders, following established steps of service and delivering the great service East Side Mario's is known for.

Qualifications:

Basic reading, writing and math. Food service experience with general knowledge of restaurant operations, is preferred. Prior serving experience required; Point of Sale system work required.

Restaurant Host/Hostess

Welcome guests to the restaurant and provides fast and courteous service to ensure an enjoyable dining experience and repeat business.

Qualifications:

Basic reading, writing and math. Six-month cash handling experience, is preferred.

Banquet Server

Greeting customers, serving meals and providing table side services including delivering meals to table, wine pouring, function setup.

Qualifications:

Basic reading, writing and math skills. The ability to carry/lift items weighing up to 50 pounds and ability to push/pull medium to large weights/objects.