



**Arctic Development  
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TOURISM

**AS A**

CAREER

Prepared for the  
Northern Frontier Visitors' Association  
by  
Management North Limited,  
1988

A guide to accompany the video tape  
"Tourism as a Career"

This manual is intended to be used by students from the grade seven level to high school graduates. Young adults looking for careers in tourism can quickly see the duties and requirements of each job and the allocated education and experience requirements in the following areas:

## SECTION I

### A. Hotel and Restaurants

- |                           |                        |
|---------------------------|------------------------|
| 1. Hotel Manager          | 9. Bartender           |
| 2. Personnel Officer      | 10. Waiter/Waitress    |
| 3. Administrative Officer | 11. Bus person         |
| 4. Restaurant Manager     | 12. Dishwasher         |
| 5. Head Chef              | 13. Linen/Laundry      |
| 6. Chef                   | 14. Janitorial         |
| 7. Cook                   | 15. Chambermaid        |
| 8. Front Desk Clerk       | 16. Telephone Operator |

### B. Lodges

- |                       |                |
|-----------------------|----------------|
| 1. Manager            | 5. Guide       |
| 2. Outfitter          | 6. Housekeeper |
| 3. Cook               | 7. Canoe Guide |
| 4. Maintenance Person | 8. Bookkeeper  |

### C. Service Sector

- |                        |                 |
|------------------------|-----------------|
| 1. Tour Operator       | 6. Art Director |
| 2. Tourism Information | 7. Travel Agent |
| 3. Museum Guide        |                 |
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## SECTION II

A. The Major Components of the Hospitality/Tourism industry

B. Hospitality Position

C. Accommodation/Lodge Position

D. Southern Tourism Training Program

E. Student Financial Assistance

**SECTION I**

- A. Hotel and Restaurants**
- B. Lodges**
- C. Service Sector**

## HOTEL MANAGER

Duties or Requirements

- Oversees all department heads (managers) in the hotel and is generally responsible for the hotels' smooth operation.
- Able to recognize potential problems, either financial or operational, and must be able to present solution.
- Extremely good managerial skills, underlining finances.
- Good public relations.
- Organized and well informed.
- Well versed in each and every aspect and function of each department.
- Deals with public and senior people in organization.
- Prepares reports to owners.

Education or Experience

## Courses Available

- Hotel Management.
- Business Administration.
- Personnel Management.
- Hotel Operations.
- Beverage Operations.
- Hotel and Restaurant Sales.
- Hotel Cost controls.
- Hotel Security.
- Sanitation, Safety and Hygiene.
- 3-5 years general experience as an Assistant Manager.
- Grade twelve and a diploma in one of the above areas.

## PERSONNEL OFFICER

Duties or Requirements

- Hiring and firing of all staff.
- Know and be able to describe specific job requirements.
- Know wage which accompanies job.
- Discern whether job applicant **has qualifications** which meet the jobs requirements or not (usually through a **resume/interview**).
- Resolve **labour** relations problems.
- Deal with union's and senior management.
- Resolve problems between manager and staff.
- Advertise jobs.
- Interviewing candidates.
- Negotiate salaries.

Education or Experience

- Personnel **adminstration** people skills.
- Business **Adminstration** Diploma 2 years.
- Bachelor degree - industrial relations.

## ADMINISTRATION OFFICER/MANAGER

Duties or RequirementsEducation or Experience

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>- Good organizational skills.</li> <li>- Co-ordinate office activity.</li> <li>- Responsible for office productivity.</li> <li>- Finance background a requirement.</li> <li>- Must be able to deal with potential problems that will arise.</li> <li>- Delegate authority so that office runs efficiently.</li> <li>- Usually deals with personnel function.</li> <li>- Oversees entire operation.</li> <li>- Computer operations.</li> </ul> | <ul style="list-style-type: none"> <li>Grade twelve.</li> <li>Business Administration Diploma of two years of Arctic College.</li> <li>- Experience in the field. Management experience.</li> </ul> |
|--|---|

## RESTAURANT MANAGER

Duties or Requirements

Public and personnel relation skills.

Organized, methodical.

**Hiring** and firing of staff, wages etc.

Job description for all staff.

Scheduling of staff.

Ensure that staff duties are performed in keeping with the standard of the restaurant/hotel.

Maintain smooth running of restaurant, taking care of problems that arise.

Well versed in all aspects of restaurant operation.

Bookkeeping skills (ie. payroll, paying bills).

Inventory of all assets, including liquor.

Advertising.

Education or Experience

Food and beverage management.

**Personnel** and service administration.

Restaurant administration.

Restaurant management.

Food and beverage cost control.

Bar management, **mixology**.

Menu planning.

Grade ten.

People management skills

Experience as a waiter/ress or host coupled with education.



- Finding suppliers for restaurant needs.
- Responsible for menu and pricing (if there is no chef) .
- Ordering of supplies (to a certain degree) .
- Able to deal with the general public and difficulties that may arise.

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## HEAD CHEF (RESTAURANT)

Duties or Requirements

- Responsible for all other chefs (including pastry, salad, saucier) .
- Hiring and firing of kitchen staff.
- Scheduling of **entire** kitchen staff.
- Menu and pricing of items.
- Ordering of supplies (arranging suppliers) .
- Ensuring proper storage of supplies, maintenance of freezers, stoves, etc.
- Quality and quantity control of meals.

Education or Experience

- Food preparation and service.
- Food and beverage cost control.
- Professional cook training and certification.
- Management training.
- Personnel training.
- Chef Training and experience.
- Diploma in Management or Administration.

## CHEF (RESTAURANT)

Duties or Requirements

- Several different kinds of chefs, but basically each chef is entirely responsible for his/her department.
- Ensures that their department is run efficiently and in keeping with the standard established by the head chef.
- Oversees all cooks (1st, 2nd or 3rd cook), and makes sure that each one of them know their job description and performs that function.
- Oversees all plates that leave the kitchen to ensure that the standard is maintained.
- Saucier chef is responsible for each and every sauce used on the menu.
- Pastry chef is responsible for all baked sweets ( ie. cakes, bread etc.) .

Education or Experience

- Chef training.
- Professional cook training.
- Food and beverage cost control.
- International cuisine.
- Food purchasing.
- Food preparation.
- Cook's training, short order.
- Journeyman certificate.
- Retail meat cutting.
- Meat cutting and processing.
- Professional baking course.
- Commercial baking course.
- Industrial baking course.
- Cake decorating.
- Holder of certificate of qualification (Red Seal) as baker or cook.
- Grade eleven or twelve.

- Salad chef **is** responsible in general for all salads and vinagrettes.
- Other chefs work "**the line**" which prepares **meals** to order (ie. **broils** the meat, then puts together the final product, the plate.

## COOKS

Duties or Requirements

- **1st** cook works just under the chef, **in** other words, the chef may designate the cook any task that he/she wants done.
- Usually can designate this duty to a 2nd cook or 3rd cook who usually does all the dirty work (**ie.** peels the potatoes and washes the lettuce) .
- Usually given short-order responsibilities such as hamburgers, sandwiches and deep frying.
- Responsible for keeping **fridges** arranged and clean.
- Usually do most of the general clean up at the end of the shift (**ie.** putting away all the food and wiping down everything) .

Education or Experience

- Certificate.
- Experience as second cook.
- Cooks training in short order.

Assistant or 2nd Cook

- Completion of Cook training.
- Grade nine.
- Experience as kitchen help.

Cook

- Grade nine.
- Experience or completion of apprenticeship.

- **Loading/unloading** of planes.
- Radio communications skills,  
for ordering and emergencies.
- Public relation skills.
- Good nature.
- **Ability** to cook bread, sweets,  
soups, wild game, fish, etc.

## FRONT DESK CLERK - HOTEL OR LODGE

Duties or Requirements

- Neat appearances, well groomed and pleasant disposition.
- Good telephone skills.
- Organized.
- Able to fill out appropriate forms for client.
- Must know which rooms are clean and available for client.
- General knowledge of facilities in hotel and surrounding area.
- Knowledge of hotel regulations and policies and prices.
- Able to give assistance or direct client to proper place for assistance.
- Able to deal with emergency situations (ambulance, police telephone no.) .
- Ensure that proper measures

Education or Experience

- Good communication skills.
- Grade 10 minimum.
- Ability to deal with the Public.
- Ability to work under pressure.
- Hospitality Awareness course.
- Cash handling experience.

are taken to **provide** any special requirements mentioned by a client.

- Able to handle cash register and cash.
- Some hotels work with computers, so knowledge of computer an asset.



## BARTENDER

Duties or Requirements

- **Neat** appearance, good nature and pleasant disposition with public.
- Knowledge of drinks and wines.
- How to measure liquor and mix with proper mix.
- What glasses to be used for what drinks.
- How **to** dress the drink (**ie.** cherry or olive) .
- Stocking of **fridges** (beer) .
- Preparing mixes (**lime, lemon, orange etc.**) .
- Preparing of dressings (slices of **lemons, oranges etc.**) .
- **Preparing** work area, fill straw container, napkins.
- General cleanliness of bar.
- Washing of glasses and putting them where they belong.

Education or Experience

- Basic bartending.
- **Bartending/Mixology** course.
- On the **job** training.
- Grade **t e n** minimum plus good mathematics skills.

- Quantity and quality control .
- Mixing drinks efficiently.
- Liquor inventory (taking **stock** of what has been used and what you need more of) .
- Price list.
- Changing of ashtrays and washing of ashtrays.
- Use of till, cashier and cash.
- Writing up bills, keeping tabs.
- Cash out at the end of shift.

## WAITER/ESS (DINING ROOM/LOUNGE)

Duties or Requirements

Good manners, pleasant disposition.  
 Cleanliness (appearances).  
 Able to greet customers and place them at their tables.  
 Able to take liquor order and food order.  
 How to place a liquor/food order.  
 Knowledge of food menu and liquor menu.  
 Delivery of drinks and plates/cleaning of table.  
 Sensitive to needs of client.  
 Discretion and timing at each table and co-ordinate that with kitchen.  
 When to do what? Organizing yourself and your **timing** overall.  
 General knowledge of till and **handling** of cash, receipts,

Education or Experience

- Busperson experience.
- People skills.
- Good organization skills.
- Good work habits.
- Grade nine.
- Diningroom Service training.
- Good physical appearance.

charge cards and forms

(**cheque** policy) .

- Some knowledge of all duties and aspects of the restaurant business.
- Schedules (how to find out when you work) .
- Promptness.

## BUS PERSON (RESTAURANT)

Duties or Requirements

**Waiter/ess** right hand person (usually considered as entry level position for waiter/ess position) .

Good manners, pleasant disposition.

Cleanliness (appearances).

Pour water, deliver bread and butter.

Help **waiter/ess** deliver dinner plates.

Changing of ashtrays.

Clean empty plates, cutlery, glasses, bread basket etc.

Sometimes responsible for pouring coffee and serving desserts.

Clearing of table and changing table cloths, then resetting table with cutlery, napkins and glassware.

Education or Experience

- No courses available - on the job training.
- People skills.
- Good entry level position to see overall operation.
- Need to demonstrate good work habits.

## DISHWASHERS

Duties or Requirements

- Responsible for keeping a constant flow of dirty dishes going through the dishwasher.
- Unloading the dishwasher and putting the clean dishes in their designated place.
- Washes all the pots and anything that is immediately needed.
- Usually responsible for keeping the dishwashing floor area clean.

Education or Experience

- No certificate or course.
- On the job experience.
- Tedious work.
- Can be boring so need ability to stick to a job.
- Provides exposure to entry level jobs.

LINEN/LAUNDRY CLEANERS AND STAFF

Duties or Requirements

Education or Experience

- Separating dirty laundry.
- Loading of washing machines.
- Drying of clean linen.
- Ironing of some linen (ie. napkins) .
- Ensuring that clean supplies are always available.

- Good working skills.
- Dedication and willingness to work on tedious tasks.

## JANITORIAL STAFF

Duties or RequirementsEducation or Experience

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>- Cleaning of all publicly accessed areas of the hotel (ie. front lobby, lounges, restaurant, cafe, shop etc.).</li><li>- Cleaning of areas accessed by staff only.</li><li>- Sweeping, mopping, vacuuming, dusting, window cleaning, waxing, polishing, buffing of entire hotel, including bathrooms and kitchen.</li></ul> | <ul style="list-style-type: none"><li>- On the job training.</li><li>- Neatness and organized individual.</li><li>- Building Operation Course.</li><li>-</li></ul> |
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## CHAMBERMAIDS

Duties or Requirements

- Neat appearances.
- Responsible for general cleanliness of rooms in hotel.
- Changing of bed linens, and making of the beds.
- Dusting of furniture.
- Thorough cleaning of bathroom, including mirrors, toilet, and bathtub.
- Removing of used towels and replacing with clean ones.
- Replacing used soap and bathroom supplies (ie. toilet paper, shampoo etc).
- Vacuuming of floors.
- Removing of dirty glasses etc.
- Ensure room is completely prepared for next client.

Education or Experience

- Neatness and willingness to work early in the morning.
- Desire to learn.
- High standards in sanitation.

## TELEPHONE OPERATOR

Duties or RequirementsEducation or Experience

Must have extremely good phone manners.

Polite, courteous, and helpful.

Able to take accurate phone messages and relay them.

**Must** know telephone policies and regulations.

Must be able to account for long distance calls.

Must know how to operate the telephone system.

- People skills.

Radio/telephone operators certificate.

Calm personality.

On the job training.

- Good communication skills.

Grade nine minimum.

LODGE/CAMP MANAGER

Duties or Requirements

Education or Experience

- Organization, management, personnel skills.
- Hiring and firing of staff.
- Delegate authority.
- Camp program (how many people in camp/ lodge, for how long etc.) .
- Responsible for general operation and smooth running of **camp/ lodge**.
- Ensure that staff know and do their jobs.
- Correct problems if and when they arise.
- Public relations with guests.
- Keep in close contact with town and know what cook and camp need.
- First aid.
- General knowledge of area (ie. wildlife etc.) .
- Laws and regulations with

**Business administration**  
 diploma 2 years.  
 People skills.  
 Human relations courses.  
 Management/supervisory  
 experience.  
 Marketing courses.  
 St. **John's** Ambulance - first  
 aid course.  
 Local knowledge.  
 Radio/Telephone Operator  
 Certificate.

regards to **hunting/fishing**.

- Radio communications skills.
- Able to deal with emergency situations.

## OUTFITTERS (HUNTING AND FISHING)

Duties or Requirements

Knowledgeable guides/hunters of area.

Extremely informed of laws and regulations of the north.

Exporting regulations of trophies and game meat.

Organizational and managerial skills.

Financing skills, general bookkeeping knowledge.

Promote camp/lodge area and services.

Hire guides and camp staff.

Expediting skills.

Determine suppliers (credit), and buy necessary equipment for camp.

Arrange co-ordinate flights with plane company.

Determine camp policies and guidelines.

First aid skills.

Education or Experience

NWT Guide Training courses.

Local knowledge.

Business Administration Diploma.

Tourism management and administration.

Business experience.

Management experience.

Personnel experience.

St. John's Ambulance - first aid course.

- Public relations.

## COOKS (CAMP AND LODGE SITUATION)

Duties or Requirements

- General running of camp/lodge kitchen.
- Ordering and organizing of food supplies.
- Planning of menus and all meals.
- Food preparation (ie. peeling, washing, butchering, slicing, dicing).
- Cleanliness of kitchen (washing of dishes, tables, floors).
- Setting of tables (including utensils, serviettes, salt/pepper) .
- Clean up of dishes, dish towels, fridges, sinks etc.
- Sometimes sweeping of camp tents, some mopping.
- Ensure that hot coffee/tea are always available.
- Depending on camp set-up, some water hauling.

Education or Experience

- Cook courses.
- Possibly **1st** cook certification.
- Perhaps cooking course and several years experience.
- People skills, experience.
- Radio Telephone Operator Certificate.

## MAINTENANCE PERSON (IN A CAMP SITUATION)

Duties or RequirementsEducation or Experience

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>- Setting up camp (some framework skills useful) .</li> <li>- General handiman, be able to fix all.</li> <li>- Garbage burning and removal of fish guts, bones, skinning remains.</li> <li>- Filling of Coleman lamps, kerosene heaters.</li> <li>- Some chambermaid duties (cleaning of tents etc. ) .</li> <li>- Cleaning of outhouse (lime, toilet paper etc.) .</li> <li>- General camp watch (ie. grizzly and wolverine) .</li> <li>- Repairs on boat motors and other appliances, lodges, tents, pumps.</li> <li>- Changing of propane tanks.</li> <li>- Unloading and loading of planes.</li> </ul> | <ul style="list-style-type: none"> <li>- Introductory courses in carpentry and mechanics; leads to:<br/>Apprenticeship in carpentry, electrical, heavy duty mechanics.<br/>Small engine repair.</li> <li>- Experience.<br/>Building Operator Course.</li> </ul> |
|---|---|



**GUIDES (HUNTING)**Duties or Requirements

- Responsible for taking a person out on the land in search of game, and for their safe return to camp.
- Knowledge of land, animals (wild game habits), hunting, skinning and cleaning of animal.
- Knowledge of NWT hunting laws and regulations.
- Survival (use of compass etc.), and use of first aid.
- Firearms use, safety awareness, cleaning of a firearm.
- Safe keeping of trophy heads, skins, and hanging of meat.
- Knowledge of camp area and camp policies.
- Ability to deal with 'emergency situations.
- Knowledge of record book criteria.

Education or Experience

- NWT guide training course.
- Local knowledge.
- People skills.
- St. John's Ambulance - First aid course.
- NWT gun safety and awareness course.

## HOUSEKEEPER (CAMP/LODGE SITUATION)

Duties or Requirements

- Know where supplies are, and make sure adequate supplies are maintained and organized.
- Informed as to when guests arrive/depart (how many guests and how long their stay will be) .
- Informed of guests particular requirements (if any) .
- Cleanliness of bunks/tents/lodges.
- Includes changing linens and ensuring that lodgings are in good order, lamps filled, wood stocked or oil furnace working properly, enough blankets and all necessary comforts (depending on camp/lodge standard) .
- Manages all chamber people.
- Ensures quality control within their department.

Education of Experience

- Experience.
- Housekeeping management.
- Training on the job.
- Chambermaid experience.
- Supervisory experience.

CANOE GUIDE/WHITE WATER RAFTING

Duties or Requirements

- Qualified canoeist/rafter.
- Knowledge of river or area.
- Responsible for the safety of entire party.
- First aid training.
- **Knowledgeable of land, history and able to answer most queries posed by passengers.**
- Ability to instruct clients.
- See outfitter.

Education or Experience

- Canoe instruction certification courses.
- Water Safety and Awareness.
- St. John's Ambulance training for two days minimum.
- **Local knowledge.**

## BOOKKEEPER (FOR SMALL BUSINESS)

Duties or Requirements

- **Must** work well with numbers.
- Bookkeeping and accounting background.
- Must account for every penny (all bills and receipts) in an operation in a logical order.
- Must be able to do budgeting . and be able to foresee financial problems.
- Computer friendly.
- Responsible for assessing taxes.
- Ability to deal with Government forms.

Education or Experience

- Grade **twelve** minimum.
- Accounting Course.
- Bookkeeping Course I and II.
- **Highschool** mathematics well passed.

## TOUR OPERATOR - INBOUND

Duties or requirements

- Must have a good idea of what a **tourist** would be **interested** in seeing and learning about an area.
- Makes an itinerary or schedule which then enables tourists to enjoy this seeing/learning experience.
- Then proceeds to organize and make all necessary arrangements (ie. buses/drivers/tour guide; reservations at hotels/restaurants/lodges; planes etc.) .
- Oversees entire operation.
- Finance background.
- Package tours.
- Market products.
- Specific knowledge of products.

Education or Experience

- Tourism operations management.
- Business experience.
- Business Administration Diploma.
- Tourism awareness training.
- Hospitality awareness course.

## TOURISM INFORMATION PERSON

Duties or Requirements

- Must be pleasant and courteous and helpful.
- General knowledge of areas history and very well informed about any operation or activity that is available in the area.
- Must have names and telephone numbers of outfitters, tours, restaurants, etc.
- Have access to pamphlets which in turn can be given to tourists.
- Must be able to make suggestions to encourage tourists to participate in some of the north's attractions (ie. fishing, hiking, hunting, sailing etc.) .
- Keep up to date knowledge.
- Advise outfitters when pamphlets needed.

Education or Experience

- Formal training in hospitality awareness.
- Training on the job.
- Knowledge of the **area**.
- Desire to deal with the public.
- Good reading skills.
- Grade eleven or twelve.

## MUSEUM GUIDE

Duties or RequirementsEducation or Experience

- Must be knowledgeable **about** museum artifacts, (ie. names of artists and what area and era their work represents) .
  - Must have a very good understanding of the general history of the area.
  - Must be pleasant and courteous and willing to answer all the questions posed by the tourists or visitors, no matter how repetitive they may seem.
  - Must be enthusiastic about their work.
  - Must enjoy dealing with groups and the public in general.
- On the job experience.
  - Local knowledge.
  - People skills.
  - Hospitality awareness course.
  - Good speaking ability.

## BUS TOUR GUIDE/DRIVER

Duties or Requirements

- Some touring companies combine both aspects into one.
- Drivers license (Class 3).
- Pleasant and courteous disposition.
- Knowledge of area that is being toured.
- Accurate relaying of geographical and cultural information.
- Responsible for the safety of all passengers.
- First aid.

Education or Experience

- Driver education.
- Arctic College driving course.
- Hospitality awareness course.

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## SALE SPERSON/ CLERK

Duties or Requirements

- Able to work cashier/till and handle money (correct change) .
- Knowledge of items being sold.
- Helpful to customers.
- Act as a "watchdog", to discourage thefts.
- Sales skills.
- Good public relations skills.

Education or Experience

- On the job training.
- Grade ten at minimum.
- Good mathematics skills.

## ART DIRECTOR/DEALER

Duties or Requirements

- Person is responsible for attaining objects of art, such as sculptures, paintings, beadwork, craftwork etc. that then can be grouped in a fashion that is harmonious as well as interesting and educational.
- An in depth knowledge of the history of the land as well as the cultural aspects that are indigenous with its people.
- Also very knowledgeable of all types of arts and the area from which it originates, and the ability to distinguish one form from another.
- Must be able to attain these art objects either through contacts in other communities or through the artists

Education or Experience

- Bachelor degree in Fine Arts.
- Business experience.
- Many years of dealing in the art field.
- Retail sales experience.
- Business Administration Diploma or Degree.

themselves.

- Able to determine what is considered art or of value to the art world.
- Must be able to get funds in order to buy these art forms, either through government assistance and your own equity or through the private sector.

## TRAVEL AGENT

Duties or RequirementsEducation or Experience

Discusses clients needs.

- Formal course - 2 year.

Able to consult computer for necessary airline schedules and prices.

Makes arrangements with the appropriate firms (ie. airline or hotel) by booking or making a reservation for the customer.

Know insurance policies that are available for the client.

Knowledge of computer (most travel agencies are computerized) .

Must be able to give client exact prices for request, including all necessary tariffs (ie. airport tax).

Some mathematical aptitude.

Courteous and helpful, as well as neat in appearance.

Bilingualism an asset.

- Handling of cash.
- Good telephone manner, most travel agents also make **reservations** by phone.
- Reservations by phone.

**SECTION I I**

A

THE MAJOR COMPONENTS OF THE HOSPITALITY/TOURISM INDUSTRY

ACCOMMODATION	HOSPITALITY	TRANSPORTATION	EVENTS & ATTRACTIONS	OUTDOOR RECREATION	TRAVEL TRADE SERVICES
Hotels	Restaurants	Air Carriers	Convention Bureau	Ski Areas	Travel Agents
Motels	Cafeterias/ Coffee Shops	Bus carriers	Chamber of Commerce	Hunting/ Fishing Lodges	Tour Wholesalers
Commercial Campgrounds	Fast-food Franchises	Railways	Local Communities	Golf Courses	Tour Operators
Trailer Parks	Beer Parlors/ Bars	Cruise Lines	Private Sector Attractions	Marinas	Travel Trade
Resorts	Night Clubs	Car and R. v. Manufacturers	Museums/ Historic Sites	outward Bound	Press
Condominiums/ Chalets	Theatres	service Stations	Provincial Government	Parks: National Provincial Municipal	Advertising Agencies
Government Campgrounds		Oil Companies			Marketing Representatives
Farm Houses		Car Rentals			Consultants
Youth Hostels		Ferries			Research
Summer Camps		Ministry d Highways			Publicity
					Tourist Associations

A N D Y O U

**B**

**HOSPITALITY POSITIONS**

<b>Position</b>	<b>Suggested Education for Entry</b>	<b>Special Requirements</b>	<b>Estimated Salary</b>	<b>Employment Potential</b>	<b>Career Path</b>
<b>Bus Person</b>	<b>None</b>	<b>Efficiency/Observant People Skills</b>	<b>5.00/hr &amp; tips</b>	<b>Fair</b>	To <b>Waiter/ess</b>
<b>Counter</b>	<b>Grade 6</b>	<b>Customer Service/ Cash Handling/People Skills</b>	5.00-6.00 per hour & tips	Very Good	To <b>Waiter/ess</b>
<b>Waiter/ess Coffee Shop</b>	<b>Grade 6</b>	<b>Same as above</b>	5.50-6.50 per hour & tips	Excellent	To Supervisor
<b>Waiter/ess Fine Dining</b>	<b>Grade 9</b>	<b>Dining Room Service' Training. Knowledge of mis en place skills. Good Physical appearance previous experience</b>	5.00-8.00 per hour	Low due to lack of facilities	To <b>Host/ess</b> or Supervisor
<b>Waiter/ess Bar/Lounge Pub Cabaret</b>	<b>Grade 6</b>	<b>Must be minimum legal age. Cash handling customer service skills</b>	6.00-8.00 & tips	Very Good	To Bartender
<b>Bartender</b>	<b>Grade 7</b>	Experience mixing drinks Minimum legal age	7.00-14.00	Good	To Supervisor
<b>Host/ Hostess</b>	<b>Grade 9</b>	Should have previous experience as a waitress. People skills.	7.00-8.00	Low as many establishments don't have this position or it is filled by a supervisor.	To Supervisor
<b>Supervisor Dining Room Coffee Shop</b>	<b>Grade 10</b>	People management skills previous experience as a <b>waiter/ess</b> or <b>Host/ess</b> staff scheduling ability.	8.00-15.00	Moderate	To Asst. Manager or Manager

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B

HOSPITALITY POSITIONS

Position	Suggested Education for Entry	Special Requirements	Estimated Salary	Employment Potential	Career Path
Kitchen help	None	Good organizational skills	5.00-6.00 per hour	Excellent	To assist or 2nd Cook
Assistant or 2nd Cook	Grade 9	Completion of Cook Training or Previous Experience as Kitchen Help	6.50-12.00 per hour	Excellent	To Cook
Cook	Grade 9	<b>Experience or Completion of Apprenticeship</b>	8-15 per hour	Excellent	To Chef
Chef	Grade 11-12	Experience and completion of Journeyman's <b>papers</b>	1,500-3,000 per month	Low as many establishments don't have this position	To General Manager
Assistant	Grade 11-12	Experience or completion of Food and Beverage Management Diploma	1-2,000 per month	Moderate	To Manager
Manager	Grade 12	<b>Experience and completion of Food &amp; Beverage Diploma</b>	2-3,000 per month	Moderate	To Unit Management

C

**ACCOMMODATION/LODGE POSITIONS**

Position	Suggested Education for Entry	Special Requirements	Estimated Salary	Employment Potential	Career Path
Laundry	None	None	5.00-6.00 per hour	Fair	To Housekeeping
House Keeping	None	A high standard of <b>sanitation</b>	5.50-7.50 per hour	Excellent	To Housekeeper
House Keeper	<b>None</b>	Experience in housekeeping	1,000-2,000	Good	
Front Desk	Grade 10-12	Cash handling People skills	7.00-11.00	Good (This position does not exist in Lodges)	To Asst. Manager
Assistant Manager	Grade 11-12	3-5 years general experience or completion of hotel/motel management diploma.	1,000-3,000	Fair	To General Manager
General	Grade 12	3-5 years as Asst. Manager Completion of <b>Hotel/Motel</b> Management Courses or Diploma or a University Degree	2,000-5,000	Fair	
Outfitters		Completion of Guide Courses		Excellent	To outfitter

## D

### SOUTHERN TOURISM TRAINING PROGRAM

Most educational programs for the Tourism, Travel and Hospitality Industries are 2 year Diploma courses. The minimum educational level for entry into the Diploma programs is grade 12.

Travel/Tourism Diploma programs are offered at Community Colleges in B. C., Alberta, Ontario and Quebec.

Recreation Diploma programs are offered at Community Colleges in every province except P.E.I.

Hotel, Motel and Resort Management Diploma programs are offered at Community Colleges and Technical Institutes in all provinces except Newfoundland.

Food and Beverage Management Diploma programs are offered at Community Colleges and Technical Institutes across Canada except for P.E.I. and New Brunswick.

The minimum educational entry requirement for certificate or Pre-Employment Cooking programs is usually Grade 10. However, there are many shorter cooking programs offered that have no minimum educational entry requirement.

Food Preparation programs fall into the categories of short term programs with a duration of 4 weeks to 6 months; 10 month **Pre-Employment** Cooking programs and 1 - 2 year journeyman apprenticeship programs. These programs are offered at Community Colleges, Technical and Vocational Institutes across Canada.

Some Food and Beverage Service programs require a minimum education entry of Grade 10. Most of the programs, however, have no educational entry requirements identified.

Food Service programs most often have a duration of 10-15 weeks. These programs as well as shorter ones are offered at Community Colleges, Technical and Vocational Schools across Canada.

Undergraduate Degree programs being offered in Recreation are available in Canada at the following universities:

- University of British Columbia
- University of Alberta
- University of Manitoba
- University of Ottawa
- University of New Brunswick
- Concordia** University
- Moncton University
- Acadia University
- Dalhousie** University and
- Memorial University

Undergraduate Degree Programs being offered in Tourism are available in Canada at the following universities:

University of Quebec

B.A. Tourism Management  
and Administration

University of **Guelph**

B. **Comm.** Hotel and  
Food Administration

Ryerson **Polytech.**

Degree - Hospitality  
and Tourism Management

McGill University

B. SC. Food Science

Acadia University

B. SC. Home Economics  
Food Service Administration

Mount Saint Vincent  
University

B. SC. Home Economics  
Food Service Administration

**Master Degrees** in Tourism, Travel & Hospitality Studies are offered at several American Universities. There are none offered in Canada.

# Student Financial Assistance Act and Regulations – Summary of Benefits

Benefit	Eligibility	Details
<p>Basic Grant Tuition, transportation, books and supplies. ● (Taxable Income)* .</p>	<p>Students year of schooling taken between grades 1-12 in the N.W.T. One year of grant for every 3 years of N.W.T. schooling.</p>	<p>Regulations, Section 7 and 8.</p>
<p>Supplementary Grant Living allowance for students and dependants, other expenses. ● (Taxable Income)'</p>	<p>Born in the N. W. T., ordinarily resident in N. WT. and descendant of one of Northern Native groups. If eligible for Supplementary Grant then automatically eligible for Basic Grant.</p>	<p>Regulations, Section 9</p>
<p>N.W.T. Student Loan Forgivable if student resides in N.W.T. upon completion of studies With Basic Grant: \$3,200. - single; \$4,000. - one dependant plus \$500, each additional dependant. Loan only: \$4,400. - single; \$5,200 .- one dependant plus \$500. each additional dependant. ● (Non-Taxable Income)'</p>	<p>Resident of N.W.T for minimum of 2 , ears immediately prior to enrollment in post- secondary institution.</p>	<p>Regulations. Sections 13 through to 28.</p>
<p>Scholarships N.W.T, Grade 12 - \$500. 1 st year Masters -\$1,000. 2nd year Masters \$1,000 1 st year Doctoral -\$1,500. 2nd year Doctoral -\$1,500 ● (Taxable Income)'</p>	<p>Resident of N.W.T for minimum of 2 , ears Immediately prior to enrollment Grade 12 80% average; Masters A average D: ctoral A average</p>	<p>Regulations, Sections 1(1 and 11</p>
<p>Correspondence \$250./course. Maximum 3 courses per year. ● (Taxable Income)'</p>	<p>Resident of N.W.T. for minimum of 3 years immediately prior to enrollment.</p>	<p>Regulations, Sections 29 and 30.</p>
<p>Post-Secondary Incentive Number and value of awards designated by Minister of Education each year. Forgivable if student returns to N.W.T. upon completion of studies. ● (Non-Taxable Income)'</p>	<p>Resident of N.W.T. for minimum of 2 years immediately prior to enrollment. Award is over and above other types of assistance a student may receive.</p>	<p>Regulations, Section 12</p>

For additional information contact one of the following:

1. School Principal
2. Guidance Counselor
3. Adult Educator
4. Canada Employment Counselor
5. Arctic College Counselor
6. The Northern Frontier Visitors' Association