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PROVINCIAL HOSPITALITY INDUSTRY  
RESOURCE CENTRE

Sector: Tourism

11-55-39

Reference Material

OFFICE OF  
TOUNSM & PARKS  
JAN 19 1983

# **PROVINCIAL HOSPITALITY INDUSTRY RESOURCE CENTRE**

**reports**

**studies**

**training materials**

**audio -visual materials**

**250 WEST PENDER ST.**

**VANCOUVER, B.C. V6B 1S9**

**revised JUNE, 1982**

## INTRODUCTION

On the following pages you will find a list of various reports, studies and training materials dealing directly, or indirectly, with the tourism/hospitality industry. These resource materials have been collected by the Provincial Hospitality Industry Resource Centre over the past several years and are available for use by educators, industry and the general public.

A small library with a work area has been set up at the Resource Centre and all materials listed have been cataloged and shelved. They are organized by subjects, as indicated in the index, and each subject is arranged alphabetically according to title. All materials are available for use at the Resource Centre or may be taken out on a loan basis. The Provincial Hospitality Industry Resource Centre is located at:

Vancouver Community College/Vancouver Vocational Institute  
250 West Pender Street  
Vancouver, B.C.  
V6B 1S9

Telephone: (604) 681-8111 (local 386)

Hours of Operation: Monday - Friday  
8:30 a.m. - 4:30 p.m.

Special thanks to the TOURISM INDUSTRY ASSOCIATION OF BRITISH COLUMBIA who have agreed to house their collection of research materials at the Resource Centre and form the basis of a tourism/travel research library centralized in one location and accessible to all.

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# **ACCOMMODATION**

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ACCOMMODATION

ACCOMMODATION IN THE ENGLISH SHIRES

East Midlands Tourist Board  
Bialgate Lincoln  
LNI 3AR  
1974

A PERSPECTIVE OF CANADA'S PRIVATE CAMPGROUND INDUSTRY

Canadian Government Office of Tourism  
1980

BASIC HOTEL FRONT OFFICE PROCEDURES

Peter Renner  
Canadian Hotel and Restaurant Book Service

B.C. TOURISM/RECREATION FACILITIES INVENTORY

VOLUME I  
B.C. Research for Department of Travel Industry  
1975

BRITISH COLUMBIA INVENTORY OF TOURIST ACCOMMODATION FACILITIES (1979)

(Tabulations Only)  
B.C. Research for Tourism British Columbia

BUILDING CARE FOR HOSPITALITY OPERATIONS

Bruce H. Axler  
Copp Clark Pitman

CARAVAN AND CAMPING SITES

English Tourist Board  
4 Grovesnor Gardens  
London - SWIM ODU  
June 1978

CHALET MANUFACTURERS AND SUPPLIERS

English Tourist Board  
4 Grovesnor Gardens  
London - SWIM ODU

CHECK LIST FOR VISITING CHECK INNS PROPERTIES

Province of Nova Scotia Hotel/Motel  
Computerized Reservations Systems  
July 1980

CHECK INNS

Province of Nova Scotia Hotel/Motel  
Computerized Reservations System  
July 1980

**CLUBS IN TOWN & COUNTRY**

A Statistical Report (1978)  
Harris, Kerr, Forster & Company

DESIGN IN TOURISM: ACCOMMODATION

Canadian Government Office of Tourism  
Ottawa, Ontario (30 copies)

**EMPLOYMENT AND INVESTMENT IN BRITISH COLUMBIA GOVERNMENT APPROVED  
TOURIST ACCOMMODATION**

**Department of Industrial Development  
Trade and Commerce - Department of Travel Industry  
1975**

ENERGY CONSERVATION IN HOTELS & MOTELS

REVIEW OF CANADIAN **AND U.S. STUDIES,**  
**SURVEY, PROGRAMS & PUBLICATIONS**  
Energy Mines & Resources Canada  
Conservation & Renewable Energy  
1979 (2 copies)

EXECUTIVE SUMMARY

COMPUTERIZED INFORMATION RESERVATION SYSTEM FOR BRITISH COLUMBIA  
T. I. D. S. A.  
July 1981

EXPANSION PLANNING - WHEN AND HOW MUCH

Ontario Ministry of Industry and Tourism  
Tourism Development Branch  
Toronto, Ontario

FISCAL AND INCENTIVE TREATMENT OF THE HOTEL INDUSTRY IN ENGLAND

"A Report to the English Tourist Board"  
Horwath and Horwath (U.K.) Ltd.  
February 1978

FUNCTIONAL HOUSEKEEPING IN HOTELS AND MOTELS

John T. Fates  
Copp Clark Pitman

HELMSLEY - SPEAR HOSPITALITY SERVICES INC.

"A **Series** of Articles on the Accommodation Industry"

1. HOTEL INDUSTRY FLOURISHES ON **LOW CAPITAL** OUTLAYS, MANAGEMENT CONTRACTS
2. GUIDELINES FOR HOTEL/MOTEL **LOAN REQUESTS**
3. **MANAGEMENT** CONTRACTS
4. MONEY'S **NEW VOCABULARY**
5. **DEALS PACKAGING** REQUIRES CARE
6. **AN INVESTORS GUIDE** TO HOTELS AND MOTELS
7. **TOMORROWS HOSPITALITY TRENDS** APPEAR TODAY
8. **WHEN IT'S TIME** TO MARKET YOUR PROPERTY
9. **INFLATION COLOURS** INVESTMENT
10. **HOSPITALITY INDUSTRY** FACES PATE CHALLENGE
11. **CAUTION NECESSARY** TO GUARANTEE SUCCESS IN EXPANSION OF LODGING PROPERTIES
12. A NEW TYPE OF **LODGING INVESTOR**
13. **BEHIND THE HOTEL AND MOTEL BUILDING BOOM**
14. **TOMORROWS MOTOR HOTEL**
15. **ECONOMY IS HIGH** PROVIDED
16. **HOW MUCH IS** YOUR HOTEL WORTH
17. IS A SALE-LEASEBACK FOR YOU?
18. ON THE VALUE OF BUYING SMART
19. THE NET LEASE ALTERNATIVE
20. SQUARE FOOTAGE VALUES GAINING IMPORTANCE IN THE HOSPITALITY INDUSTRY
21. VACATION TIME-SHARING IS AN EFFECTIVE MARKETING TOOL
22. EMPLOYING A MANAGING AGENT
23. TREND SETTER
24. CENTRE-CITY HOTELS REVISITED
25. SIX-STEP SOLUTION TO SELLING A MOTEL
26. INVESTING IN THE HOSPITALITY INDUSTRY
27. MANY NEW HOTELS WILL REQUIRE GOVERNMENT FUNDING SAYS EXECUTIVE:  
INFLATION, ENERGY WOES CLOUD FUTURE

THE HOTEL/MOTEL FEASIBILITY STUDY

The Cornell Hotel and Restaurant Administration Quarterly  
Cornell University  
Ithaca, New York



HOTEL-MOTEL MARKETING  
David Hertz son  
Copp Clark Pitman

HOTEL OPERATION SEMINAR  
(Sponsored by Columbia Brewing Company)  
Pannell, Kerr, Forster and Associates  
1974

"HOW DO I SET MY RATES?"  
A MOTELMAN'S GUIDE TO CORRECT PRICING  
B.C. Department of Travel Industry and B.C. Motels  
Resorts and Trailer Parks Association  
1974

INCREASING LODGING REVENUES AND RESTAURANT CHECKS  
Bruce H. Axler  
Copp Clark Pitman

INTERIORS - 2ND BOOK OF HOTELS  
Henry End  
Whitney Library of Design  
1978

LEGAL ASPECTS OF HOTEL, MOTEL AND RESTAURANT OPERATION  
Nathan Kait  
Copp Clark Pitman

LODGING INDUSTRY 1974  
Laventhol, Krekstein, Horwath & Horwath  
Philadelphia, PA

MANAGERIAL SALARIES, BENEFITS & RESPONSIBILITIES IN THE HOTEL SECTOR OF  
THE HOSPITALITY INDUSTRY  
Canadian Restaurant Association Foundation  
June 1978

MOTELS (SMALL BUSINESS BIBLIOGRAPHY)  
Small Business Administration  
Washington, D.C.  
1975

P I L O T GRADING STUDY

"A Test of the proposed Grading System for commercial Accommodation Establishments in the Province-of" Ontario"  
Pannell, Kerr, Forster and Associates  
For Ontario Ministry of Industry and Tourism  
1978

PLANNING CANADIAN CAMPGROUNDS

Industry Development Branch  
Canadian Government **Office of Tourism**  
**Ottawa, Ontario**  
1980 (2 copies)

PLANNING SEASONAL TOURIST ACCOMMODATION

**Four Design Alternatives**  
**Canadian Government Office of Tourism**  
1972 (2 copies)

PLANNING SEASONAL TOURIST ACCOMMODATION

**Four Design Alternatives**  
Canadian Government Office of Tourism  
Ottawa, Ontario  
1979

RECREATION VEHICLES

Small Business Administration  
Washington, D.C.  
November, 1976

REGISTRATION, CLASSIFICATION & NOTIFICATION OF PREMISES IN TOURIST ACCOMMODATION  
IN ENGLAND

(Proposal by the English Tourist Board)  
4 Grovesnor Gardens  
London, SW1W ODU  
May 1972

RECORDKEEPING FOR FINANCIAL PLANNING - KEY TO TOURISM MANAGEMENT

Ontario Ministry of Industry & Tourism  
Toronto, Ontario  
1977

ROOM CARE FOR HOTELS AND MOTELS

Bruce H. Axler  
Copp Clark Pitman

**SECURITY FOR HOTELS, MOTELS AND RESTAURANTS**

Bruce H. Axler  
Copp Clark Pitman

**STARTING A SMALL GUEST HOUSE OR BED & BREAKFAST BUSINESS**

English Tourist Board  
4 Grosvenor Gardens  
London, SW1W 0DU  
1970

**SURVEY OF MOBILE CARAVANNING AND CAMPING 1970**

**English Tourist Board**  
**4 Grosvenor Gardens**  
**London, SW1W 0DU**  
1970

**TAXATION OF HOTELS AND OTHER LEISURE ENTERPRISES**

**CAPITAL ALLOWANCES AND REPAIRS DEDUCTIONS**  
English Tourist Board  
4 Grosvenor Gardens  
London, SW1W 0DU  
1979

**THE BUSINESS ... OF GROUP BUSINESS**

Ministry of Industry and Tourism Ontario  
1977 (2 copies)

**THE INN BUSINESS**

**Canadian Government Office of Tourism**  
**Ottawa, Ontario**  
1976 (26 copies)

**THE PROFESSIONAL HOUSEKEEPER**

Georgina Tucker & Madeline Schneider  
C.B.I. Publishing Limited  
1975

**THE SCIENCE OF HOUSEKEEPING**

Gina Tucker  
C.B.I. Publishing Limited  
1973

THE VIABILITY OF SELF-CATERING DEVELOPMENT  
"AN ASSESSMENT OF MODEL STATIC CARAVAN AND CHALET SITE DEVELOPMENTS  
BETWEEN 5 AND 200 UNITS"  
English Tourist Board  
4 Grosvenor Gardens  
London, SW1M 0DU  
1978

TRENDS IN THE HOTEL-MOTEL BUSINESS 1974  
(U.S.A. EDITION)  
Harris, Kerr, Forster & Company  
1976

TRENDS IN THE HOTEL-MOTEL BUSINESS 1975  
(U.S.A. EDITION)  
Harris, Kerr, Forster & Company  
1976

TRENDS IN THE HOTEL BUSINESS 1976  
INTERNATIONAL EDITION  
Pannell, Kerr, Forster & Company  
1976

TRENDS IN THE HOTEL BUSINESS 1978  
INTERNATIONAL EDITION  
Pannell, Kerr, Forster & Company  
1978

TRENDS IN THE HOTEL BUSINESS 1979  
INTERNATIONAL EDITION  
Pannell, Kerr, Forster & Company

TRENDS IN THE HOTEL INDUSTRY 1980  
INTERNATIONAL EDITION  
Pannell, Kerr, Forster & Company  
1980

STATISTICS & TRENDS FOR HOTELS & MOTOR HOTELS IN B.C.  
Pannell, Kerr, Forster, Campbell, Sharp  
(Current) - (Monthly)

# **ACTS & STATUTES**

ACTS & STATUTES

ACTS & REGULATIONS LIST FOR **BRITISH COLUMBIA**  
Queen's Printer, Victoria

- A. **APPRENTICESHIP AND TRADESMEN'S QUALIFICATION ACT**
- B. APPRENTICESHIP AND TWINING DEVELOPMENT ACT
- c. B.C. EDUCATIONAL INSTITUTIONS CAPITAL FINANCING AUTHORITY **ACT**
- D. **AMENDMENTS (FINANCE STATUTES ACT) 1978**
- E. **COLLEGES AND PROVINCIAL INSTITUTES ACT**
- F. CONSUMER AND CORPORATE AFFAIRS STATUTES AMENDMENT **ACT, 1978**
- G. **EMPLOYMENT STANDARDS ACT**
- H. **EMPLOYMENT STANDARDS ACT REGULATIONS**
- 1. **FIRE SERVICES ACT 1980**
- J. FIRE CODE REGULATIONS
- K. GOVERNMENT LIQUOR ACT AND Regulations, 1974
- L. HEALTH ACT
- M. HOTEL AND MOTEL ROOM TAX ACT
- N. HOTEL GUEST REGISTRATION ACT
- o. INNKEEPERS ACT
- P. LIQUOR CONTROL AND LICENSING ACT
- Q. REGULATIONS MADE PURSUANT TO LIQUOR CONTROL AND LICENSING ACT
- R. LIQUOR DISTRIBUTION ACT
- s. MISCELLANEOUS STATUTES AMENDMENT ACT, 1977
- T. SOCIETIES ACT, 1979
- u. SPECIAL OCCASION LICENSES POLICY BOOKLET
- v. TRADE LICENSES ACT
- W. TRADE PRACTICES ACT
- x. TRADE-SCHOOL REGULATIONS ACT
- Y. TRAVEL AGENTS REGISTRATION ACT

AN ACT TO ESTABLISH THE HOSPITALITY INSTITUTE IN NOVA SCOTIA  
The Honourable Bruce Cochran  
Queen's Printer for Nova Scotia, 1981

BRITISH COLUMBIA FIRE SERVICES ACT  
(R.S.B.C.1979, CHAP. 133)  
Consolidated September 5, 1980  
Queen's Printer for British Columbia  
1980

DEBATES OF THE LEGISLATIVE ASSEMBLY  
TUESDAY, APRIL 7, 1981  
Volume 9, Number 14  
Queen's Printer for B.C.  
1981 (Victoria)

DEBATES OF THE LEGISLATIVE ASSEMBLY  
WEDNESDAY, APRIL 8, 1981  
Volume 9, Number 15  
Queen's Printer for B.C.  
1981 (Victoria)

DEBATES OF THE LEGISLATIVE ASSEMBLY  
THURSDAY, APRIL 9, 1981  
Volume 9, Number 16  
Queen's Printer for B.C.  
1981 (Victoria)

NATIONAL FIRE CODE OF CANADA 1977  
Associate Committee on the National Fire Code  
National Research Council of Canada  
Ottawa

REPORT OF THE BRITISH COLUMBIA LIQUOR INQUIRY COMMISSION  
His Honour Judge Charles William Morrow  
Queen's Printer, Victoria  
1973

THE SANITATION CODE FOR CANADA'S FOODSERVICE INDUSTRY  
Canadian Restaurant & Foodservice Association  
Toronto, Ontario  
1974

(4 copies)

# **BUSINESS DEVELOPMENT & IMPROVEMENT**



BUSINESS DEVELOPMENT AND IMPROVEMENT

ABC - ASSISTANCE TO BUSINESS IN CANADA

Federal Government Directory of Business  
Assistance Programs, Services and Incentives  
Board of Economic Development Ministers  
Queen's Printer  
Ottawa  
1979

(18 copies)

ABCS OF ACCOUNTING

The Certified General Accountants Association of Ontario  
January 1972

ACTION FOR INDUSTRY

Programs to Encourage Industrial  
Development in British Columbia  
Ministry of Economic Development  
1979

B.C. ECONOMIC DEVELOPMENT

Ministry of Industry and Small Business Development  
Province of B.C.  
Winter 1979/80

B.C. ECONOMIC OUTLOOK SURVEY

Department of Economic Development  
1975

B.C. FACTS AND STATISTICS

Government of the Province of British Columbia  
1970

B.C. FACTS AND STATISTICS

Government of the Province of British Columbia  
1972

B.C. FACTS AND STATISTICS

**Ministry** of Economic Development  
Government of British Columbia  
1977

(22 copies)

BRITISH COLUMBIA FINANCIAL REPORT

Fiscal Year 1979-80 (April - September 1979)  
Fiscal Year 1980-81 (April - June 1980)  
Minister of Finance

B.C. MARKET NEWS

Ministry of Economic Development  
Government of British Columbia  
November 1979

B.C. PRIVATE TRADE-SCHOOLS DIRECTORY

Ministry of Labour  
Victoria, B.C.  
January 1, 1982

B.C. REGIONAL INDEX

Ministry of Economic Development  
Province of British Columbia  
1978 (.2 copies)

B.C. SUMMARY OF **ECONOMIC** ACTIVITY

Department of Industrial Development, Trade & Commerce  
1973

B.C. SUMMARY OF **ECONOMIC** ACTIVITY

Department of Economic Development  
1974

**BUSINESS ASSISTANCE B.C.**

Assistance Programs for B.C. Business  
Ministry of Tourism & Small Business Development  
Victoria, B.C.

CANADA'S TRADE COMMISSIONERS & COMMERCIAL OFFICERS

Canadian Government Office of Tourism

CANADA WORKS (PHASE TWO)

Employment & Immigration Canada  
1978

CASE - COUNSELING ASSISTANCE TO SMALL ENTERPRISES

Federal Business Development Bank  
"Management Services"  
(Brochures)

CHECKLIST FOR GOING INTO BUSINESS  
Small **B u s i n e s s** Administration  
Washington, D. C., U.S.A.  
1979 (2 copies)

COMMERCE EXPENSE ACCOUNT SYSTEM  
Canadian Imperial Bank of Commerce

COMMERCIAL DIRECTORY  
Business to Business - With Fact Finder  
Dominion Directory Company Limited  
British Columbia  
198 1/82

DIRECTORY OF ASSISTANCE PROGRAMS FOR B.C. BUSINESS ADMINISTRATION  
(Brochure)  
Ministry of Industry and Small Business Development†  
Queen's Printer, Victoria  
1979

DIRECTORY - BRITISH COLUMBIA  
FOOD AND BEVERAGE INDUSTRY  
Ministry of Agriculture  
Province of British Columbia  
July 1978 (2 copies)

DIRECTORY OF CONSULTING ENGINEERS, ARCHITECTS AND PLANNERS IN B.C.  
Department of Economic Development  
Province of B.C.  
September 1976

DIRECTORY OF PUBLIC BUYING AGENCIES IN B.C.  
Ministry of Economic Development  
Province of British Columbia  
January 1979

DOING BUSINESS IN CANADA (Series)  
Ministry of Industry Trade & Commerce  
Ottawa, Ontario  
1979

1. CANADA CUSTOMS DUTIES
2. THE BUSINESS ENVIRONMENT
3. FORMS OF BUSINESS ORGANIZATION
4. TAXATION: INCOME BUSINESS PROPERTY

5. TAXATION: SALES, EXCISE, COMMODITY
6. LABOUR LEGISLATION
7. CONSTRUCTION AND EQUIPMENT STANDARDS
8. FEDERAL INCENTIVES TO INDUSTRY

ESTABLISHING A BUSINESS IN B.C.  
Ministry of Economic Development  
Government of B.C.  
1977 (23 copies)

FBDB SERVICES FOR BUSINESSES ANYWHERE IN CANADA  
Federal Business Development Bank  
Montreal  
1977

FINANCIAL STATEMENT & ANNUAL REPORT  
City of Vancouver  
1978

HOSPITALITY INDUSTRY  
Directory of B.C. Supply Capabilities  
Ministry of Economic Development  
Province of B.C.

IMPACT  
PORT OF VANCOUVER & ITS IMPACT ON THE GREATER VANCOUVER REGION  
National Harbours Board  
1974

INDEPENDENT BUSINESS HANDBOOK  
Ministry of Industry and Small Business Development  
Province of British Columbia

INDUSTRIAL & COMMERCIAL EXPANSION IN BRITISH COLUMBIA  
Ministry of Industry and Small Business Development  
Province of British Columbia  
January 1 - June 30, 1980

INDUSTRIAL & COMMERCIAL EXPANSION IN B.C.  
Ministry of Economic Development  
Province of British Columbia  
July - December, 1978

LOANS FOR INDEPENDENT BUSINESS  
A Commerce Service for Business  
Canadian Imperial Bank of Commerce

MINDING YOU OWN BUSINESS (SERIES) VOLUME II  
Federal Business Development Bank  
Management Series  
Montreal, Quebec

MINDING YOUR OWN BUSINESS (SERIES)  
Federal Business Development Bank  
Management Series  
Montreal, Quebec

1. REFERENCE BOOKLETS FOR SMALL BUSINESS (1)
2. GIVING CREDIT TO YOUR CUSTOMERS (2)
3. PRESENTING YOUR CASE FOR A TERM LOAN (2)
4. FORECASTING FOR AN EXISTING BUSINESS (2)
5. MANAGING YOUR CURRENT ASSETS (2)
6. FORECASTING FOR A NEW BUSINESS (2)
7. MANAGING YOUR FIXED ASSETS (2)
8. MANAGING YOUR CASH (2)
9. WORKING CAPITAL (2)
- 10.** CHANGES OF OWNERSHIP (2)
11. PLANNING A MOTEL (12)
12. EQUITY CAPITAL FOR SMALL COMPANIES (2)
13. PAYING YOUR EMPLOYEES (2)
14. PERSONNEL RECORDS (2)
15. PLANNING THE START OF YOUR RETAIL BUSINESS (2)
16. FINANCING FOR YOUR RETAIL BUSINESS (2)
17. RETAIL PRICING (2)
18. MANAGING YOUR RETAIL INVENTORY (2)
19. ATTRACTING AND KEEPING YOUR RETAIL CUSTOMERS (3)

20. BUYING A FRANCHISE (2).
21. **BUYING OR STARTING A RESTAURANT (25)**
22. **CONTROLS FOR YOUR RESTAURANT (1)**

**MOVING TO VANCOUVER/VICTORIA**

The Public Press  
1977

REAL ESTATE BOARD OF GREATER VANCOUVER GUIDE MAPS  
Real Estate Board of Greater Vancouver

REAL ESTATE MARKET SURVEY (VANCOUVER 1975)  
A. E. LePage Realty  
1975

REAL ESTATE MARKET SURVEY (VANCOUVER 1976)  
A. E. LePage Realty  
1976

REAL ESTATE MARKET SURVEY (VANCOUVER 1978)  
A. E. LePage Realty  
1978

REAL ESTATE MARKET SURVEY (VANCOUVER 1979)  
A. E. LePage Realty  
1979

**SIGNING UP FOR A BETTER BUSINESS**

Ministry of Transportation & Highways  
Province of B.C.

**SMALL BUSINESS AIDS (Series)**

A Series of Fact Sheets  
Ministry of Industry & Small Business

- a. **FINANCING YOUR BUSINESS (2)**
- b. **CO-OPERATIVES (1)**
- c. **PREPARING A CASH FLOW (2)**
- d. LOOK BEFORE YOU CUT PRICES (2)
- e. EVALUATING A FRANCHISE (2)
- f. HOW MUCH DO PAST-DUE ACCOUNTS REALLY COST YOU (3)

- g. HOW TO PREPARE A **LOAN SUBMISSION** (1)
- h. **SETTING UP SHOP** (2)
- i. **SOCIAL SERVICE TAX ACT** (2)
- j. **SALES FORECASTING FOR A SMALL BUSINESS** (2)

**SMALL BUSINESS NEWS**

**Federal Business Development Bank**  
**Montreal, Quebec (Newsletter)**

- a. SUMMER 1979
- b. FALL 1979
- c. WINTER 1979/80
- d. SUMMER 1980
- e. FALL 1980
- f. WINTER 1980/81

**SOURCES OF VENTURE CAPITAL IN CANADA**

Ministry of Industry Trade and Commerce  
 Government of Canada  
 1977

**STATISTICS CANADA CATALOGUE 1980**

User Advisory Services Division  
 Government of Canada

**STATISTICS RELATING TO REGIONAL AND MUNICIPAL GOVERNMENT IN B.C.**

Ministry of Municipal Affairs  
 June 1979

**STRENGTHENING CANADA ABROAD**

Export Promotion Review Committee  
 November 30, 1979

**SUMMARY OF ECONOMIC ACTIVITY FOR BRITISH COLUMBIA**

Government of the Province of British Columbia  
 1971

**TEN YEARS IN BRITISH COLUMBIA**

**Charting the Growth**  
**1968 - 1978**  
**Ministry of Economic Development**  
**Government of British Columbia**  
 1979

THE ECONOMIC PROCESS

Ontario Department of Economics and Development  
February 1968

THE ECONOMIC OUTLOOK IS **GREAT IN GREATER** VANCOUVER

Vancouver & Lower Mainland Industrial Development  
Commission

THE MANUAL OF RESOURCES

Ministry of Industry and Small Business Development  
Province of British Columbia  
January 1980 (4 copies)

YOUR BUSINESS MATTERS

A Guide for Independent businessmen  
(Series) 14 Booklets  
Royal Bank of Canada

- a. HOW TO FINANCE YOUR BUSINESS
- b. POINTERS TO PROFIT
- c. GOOD MANAGEMENT
- d. EXPORTING/ IMPORTING
- e. FINANCIAL REPORTING **AND ANALYSIS**
- f. **CONTROL OVER DIRECT COSTS AND PRICING**
- g. **PLANNING AND BUDGETING**
- h. CONTROL OVER INVENTORY INVESTMENT
- i. TAXATION
- j. CREDIT MANAGEMENT **AND COLLECTION**
- k. **EVALUATION AND MANAGEMENT OF FIXED ASSETS**
- l. MANAGEMENT OF LIABILITIES AND EQUITIES
- m. MANAGEMENT AUDIT
- n. MARKET PLANNING

YOUR MONEY MATTERS

Royal Bank of Canada  
1971



# **CATALOGUE S**

**audio-visual**

**print**

CATALOGUES: AUDIO VISUAL

**AUDIO-VISUAL CATALOGUE**  
**Ministry of Health**  
**Province of British Columbia**  
1979

**AUDIO-VISUAL MATERIALS FOR THE 80'S**  
Learning Resources Centre, **Culinary Institute of America**  
New York, N.Y.

**AUDIO-VISUAL MATERIALS FOR THE 80'S**  
Learning Resources Centre, **Culinary Institute of America**  
New York, N.Y.  
**(Revised)**

**BLACKHAWK FILM DIGEST**  
Spring 1982, No. 345

**BLACKHAWK FILM DIGEST**  
Spring 1982, No. 346

**FILM CATALOGUE**  
**B.C. Telephone Company**  
**5 - 3777 Kingsway**  
Burnaby, B.C.

**FILM CATALOGUE**  
Province of British Columbia  
March 1980

**EDUCATIONAL FILM DISTRIBUTORS CATALOGUE**  
285 Lesmell Road  
Don Mills, Ontario

**NATIONAL EDUCATIONAL MEDIA INC.**  
1980 Catalogue  
(3 copies)  
Omega Films - Vancouver

**NATIONAL EDUCATIONAL MEDIA INC.**  
1981 Catalogue  
(1 copy)  
Omega Films - Vancouver

NATIONAL FILM BOARD  
1978/79 and 1980 Film Catalogue  
Canadian Broadcasting Corporation

PEMC CATALOGUE 1980/81  
FILMS, VIDEOTAPES, AUDIOTAPES  
Provincial Education Media Centre  
**Government of British Columbia.**  
(3 copies)

ORGANIZATIONAL TRAINING FILMS  
Training and Development Division  
McGraw-Hill Ryerson  
330 Progress Avenue  
Scarborough, Ontario

TECHNICAL PERSONNEL TRAINING  
Programs on Videotape  
Leighton & Kidd  
121 Kennedy Avenue  
Toronto, Ontario

1978/79 COLOUR SLIDE CATALOGUE  
Wolfe Worldwide Films  
P.O.Box 2238  
Mission, Viejo  
California

SHARPS AUDIO-VISUAL LTD.  
1981-82 Catalogue of A/V Equipment  
1981 (. 2 c o p i e s )

SHELL CANADA EDUCATION SERVICE  
1980-81 Catalogue

SUPER NATURAL B.C. MOTION PICTURE CATALOGUE  
**Tourism British Columbia**  
**Government of B.C.**

VANCOUVER COMMUNITY COLLEGE  
Film Catalogue  
1980

CATALOGUES - PRINT

**BIBLIOGRAPHY OF HOTEL AND RESTAURANT ADMINISTRATION**

Margaret Oaksford  
School of Hotel Administration  
Cornell University  
1980

**CANADIAN HOTEL & RESTAURANT**

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British Tourist Authority  
1978 (2 **copies**)

**BRITISH COLUMBIA TRAVEL AGENTS MANUAL**

Department of Travel Industry  
1975-76

**BRITISH COLUMBIA TRAVEL AGENTS MANUAL**

Ministry of Tourism  
1979, 1980, 1981

**CALGARY CONVENTION CENTRE**

Calgary Convention Centre Authority

**CALIFORNIA'S TOURIST INFORMATION PROGRAM**

California Department of Transportation  
1975

**CANADA - ENERGY AND TOURISM**

The Evolving Situation and Some Implications  
Executive Summary  
Canadian Government **Office of Tourism**  
**September 1980 (8 copies)**

**CANADA'S HOSPITALITY BUSINESS**  
Food Service Hospitality Magazine  
1980

**CLIMATE OF BRITISH COLUMBIA**  
Department of Agriculture  
1970

**CONVENTIONS - BRITISH COLUMBIA**  
Ministry of Tourism  
Government of British Columbia

**CONVENTION SURVEY 1973**  
Department of Travel Industry  
Dunsky Advertising Limited  
1974

**CROSS-COUNTRY SKI ROUTES - B.C.**  
Richard & Rochelle Wright  
Antonson Publishing  
1976

**CROSS-COUNTRY SKI ROUTES - B.C.**  
Richard & Rochelle Wright  
Antonson Publishing  
1978

**DISCUSSION OF THE COST & BENEFITS OF TOURISM**  
Dr. Jest Krippendorf  
(.Article)

**EAST KOOTENAY CHRONICLE**  
David Scott & Edna Hanic  
Mr. Paperback  
1979

**ECOTOUR OF THE TRANS-CANADA HIGHWAY**  
Victoria-Hope  
Forestry Service  
Environment Canada  
1978

## ENGLISH TOURIST BOARD PUBLICATIONS

4 Grosvenor Gardens  
London, SW1W 0DU

- ACTIVITY AND HOBBY HOLIDAYS IN ENGLAND 1979
- ANNUAL REPORT, MARCH 31, 1979
- DISCOVER THE SOUTH-EAST (Kent, Surrey, Sussex)
- HOLIDAYS IN **ENGLAND** (Agent Sales Guide 1979)
- HOLIDAYS ON ENGLAND'S RIVERS AND CANALS
- ENGLISH TOURIST BOARD INFORMATION SHEETS
  - BANQUETS IN ENGLAND
  - ENGLISH TOURIST BOARD PUBLICATIONS
  - HEALTH HYDROS AND FARMS
  - HISTORIC **SHIPS AND MARITIME MUSEUMS**
  - **HOLIDAYS FOR SENIOR CITIZENS**
  - USEFUL BOOKS FOR STUDENTS OF TOURISM
- LEADERSHIP IN THE SOUTH EAST
- TOURIST INFORMATION CENTRE NEWSLETTER
- SCOTLAND'79 **TRAVEL TRADE GUIDE**
- **SPRING HOLIDAYS IN ENGLAND**
- THIRD ANNUAL REPORT 1974
- TENTH REPORT - SCOTTISH TOURISM BOARD
- THAMES AND CHILTERN TOURIST BOARD - ANNUAL REPORT
- THE ENGLISH SHIRES 1974
- THE HEART OF ENGLAND GUIDE 1974
- TOURISM MEANS BUSINESS
- YORKSHIRE HOLIDAY GUIDE 1974
- YOUNG TOURIST IN ENGLAND
- **LETS GO**
- THE TOURIST **BOARD WE NEED**
- WHATS ON [N **THE THAMES AND CHILTERN**

EXECUTIVE SUMMARY OF "A STUDY OF THE B.C. SKI AREAS AND THEIR MARKET  
POTENTIAL"

TIDSA

P.J. O'Boyle

Cliff White

EXPLORER'S GUIDE '79

Canadats Arctic

Northwest Territories

FINANCIAL MANAGEMENT FOR THE HOSPITALITY INDUSTRY

Michael M. Coltman

CBI Publishing Company Inc.

1979

GUIDE TO PACKAGE TOURS FOR CANADIANS

Canadian Travel Press

Fall/Winter 79/80

GREAT STORIES FROM THE CANADIAN FRONTIER

Ed. Gordon Stewart & Brian Antonson

Antonson Publishing

1979

HAZELTON AREA TOURISM DEVELOPMENT PROGRAM

TIDSA

(For the Village of Hazelton)

August 1980

HIKING THE HIGH POINTS

"A Guide to Hikes in the Interior of B.C."

Roland Neave

Nunaga Publishing Company

1972

INTRODUCTION TO MANAGEMENT IN THE HOSPITALITY INDUSTRY

Thomas, Powers

Wiley & Sons Publishing

1979

KIDS! KIDS! KIDS! AND VANCOUVER

Daniel Wood & Betty Campbell

Forbez Enterprises Ltd.

1977

**KIDS! KIDS! KIDS! AND VANCOUVER ISLAND**

Daniel Wood and Betty Campbell  
Fforgez Enterprises Ltd.  
1977

**LAKELSE LAKE - HOT SPRING RESORT**

Final Report  
TIDSA  
October 1980

**MANUAL FOR TOURIST ASSOCIATIONS - SERIES**

Travel Industry Association of Canada  
1973

- INTRODUCTION. MANUAL
- A TOURIST INFORMATION CENTRE
- WATERFRONT DEVELOPMENT AND IMPROVEMENT

**MILEPOST**

All the North Travel Guide  
Alaska Magazine  
1976

**MOTIVATIONS TO TRAVEL & VACATION TRENDS**

Canadian Government Travel Bureau  
1979

**PACIFIC HOTEL DIRECTORY & TRAVEL GUIDE ISSUE**

Pacific Travel News  
1976

**THE BIG PICTURE - OFFICIAL ANNUAL REPORT**

Travel Trends & Market  
Travel and Leisure Magazine  
1971-72

**THE BIG PICTURE TRAVEL '75**

Official Annual Report  
World Travel Trends and Markets 1973-1974  
Travel Communications  
1975

**THE DEVELOPMENT OF NATIVE TOURISM IN BRITISH COLUMBIA**

TIDSA  
September 1980

**THE FUTURIST - PERIODICAL**

Editions: **June 1975**  
**August 1975**  
**December 1975**

**THE IMPACT OF TOURISM ON THE CAPITAL REGION ECONOMY**

Capital Regional District  
1977

**THE RAILWAY MUSEUM AT CRANBROOK**

Cranbrook Archives, Museum & Landmark Foundation  
1979

**THE TOURIST BUSINESS**

Donald E. Lundberg  
CBI Publishing  
1976 (3 copies)

**THE TRAVELER 1980 AND BEYOND**

American Society of Travel Agents  
Ziff-Davis Publishing

**TOURISM BRITISH COLUMBIA MARKETING PLAN 1979/80**

"Good Times '79"  
Tourism British Columbia  
1 9 7 9

**TOURISM CANADA 1979**

1979 Annual TIAC Conference Report  
Tourism Industry Association of Canada

**TOURISM CANADA 1980**

1980 Annual TIAC Conference Report  
Tourism Industry Association of Canada

**TOURISM IN CANADA**

Projections to 1986 and 2001  
L.J.D'Amore & Associates Ltd.  
September 1978 (.2 copies)

**TOURISM SITUATION REPORT 1978**

Volume II, Canadian Government Office of Tourism  
December 1978 (2 copies)

**TOURISM STUDIES 1980**

An Introduction to Tour Packaging  
Province of British Columbia

**TRAVEL AND TOURISM**

"An Introduction to Travel Agency Operations"  
Armin Lehmann  
1979

**TRAVEL INDUSTRY SURVEY REPORT**

Travel Industry Association of Canada  
March 1977

**TRAVEL MARKET YEARBOOK 1975/76**

Travel and Leisure Magazine  
New York

**VACATION ATTITUDES & VACATION TRENDS**

Canadian Government Office of Tourism  
1973

**VANCOUVER DEFENDED**

Peter N. Moogk  
Antonson Publishing Ltd.  
1978

**WESTERING**

Richard Thomas Wright  
Antonson Publishing  
1978

# **TRAINING: HOSPITALITY/TOURISM**



**TOURISM TRAINING**

**CAREER INFORMATION**

**A GUIDE TO APPRENTICESHIP TRAINING IN BRITISH COLUMBIA**  
Province of British Columbia  
Ministry of Labour (10 copies)

**A CAREER IN ACCOMMODATION**  
Provincial Hospitality Industry Resource Centre  
Brochure, 1981

**A CAREER IN FOOD SERVICE**  
Provincial Hospitality Industry Resource Centre  
Brochure 1981

**BRITISH COLUMBIA PRIVATE TRADE-SCHOOLS DIRECTORY**  
Province of British Columbia  
Ministry of Labour  
As of January 1, 1982 (6 copies)

**BUSINESS RESOURCES - TOURISM HOSPITALITY RECREATION 1981-83**  
Canadian Government Office of Tourism  
16 copies

**CAREER GUIDE TO THE TOURISM/HOSPITALITY RECREATION INDUSTRY 79-81**  
Canadian Government Office of Tourism  
1979

**CAREER GUIDE - HOSPITALITY/TOURISM**  
Provincial Hospitality Industry Resource Centre  
1980

**COLLEGE CALENDARS:**

**British Columbia Institute of Technology**  
**Camosun College**  
**Capilano College**  
**Cariboo College**  
**College of New Caledonia**  
**Douglas College**  
East Kootenay Community College  
Fraser Valley College  
Kwantlen College  
Knowledge Network

**COLLEGE CALENDARS:**

(cont inued )  
Malaspina College  
Northern Lights College  
North Island College  
Okanagan College  
Open Learning Institute  
Pacific Vocational Institute  
Selkirk College  
Vancouver Community College

DIRECTORY OF COURSES - HOSPITALITY/TOURISM/RECREATION 80-82  
Canadian Government Office of Tourism

**DIRECTORY OF COURSES - HOSPITALITY/TOURISM**  
**Provincial Hospitality Industry Resource Centre**  
1981-82

**TRAINING RESOURCES - TOURISM HOSPITALITY RECREATION 1981-83**  
**Canadian Government Office of Tourism**  
19 copies

**PROGRAM MANUALS AND OUTLINES - MINISTRY OF EDUCATION**

HOTEL - RESTAURANT CLASSICAL CUISINE AND CATERING MANUAL  
INTRODUCTION TO FOOD SERVICE PROGRAM OUTLINE  
INTRODUCTION TO WAITER/WAITRESS PROGRAM OUTLINE  
LEGAL ASPECTS OF THE HOSPITALITY INDUSTRY COURSE OUTLINE  
LEGAL ASPECTS OF THE HOSPITALITY INDUSTRY MANUAL  
MANUAL OF HOTEL - MOTEL FRONT OFFICE MANAGEMENT  
MARKETING FOR THE HOSPITALITY INDUSTRY MANUAL  
PASTRY AND BREADMAKING MANUAL  
PRIMARY MANUAL OF RETAIL MEAT PROCESSING  
RETAIL SALES MANUAL  
ROOM MAID'S MANUAL  
THE KNOWLEDGE AND SERVING OF ALCOHOLIC BEVERAGES  
TRAVEL COUNSELING TECHNIQUES (BASIC) COURSE OUTLINE  
WAITER/WAITRESS COURSE OUTLINE  
WAITER/WAITRESS MANUAL

**SKILL PROFILE CHARTS**

**COOK THREE - YEAR APPRENTICE SKILL CHART - MINISTRY OF LABOUR**

**COOK TRAINING CURRICULUM CHART**

HOUSEKEEPING - LEVEL I (ROOM ATTENDANT)

PROFESSIONAL BARTENDING (NOVA SCOTIA)

TRAVEL COUNSELING TECHNIQUES (BASIC)

TRAVEL AGENT

WAITER/WAITRESS - INTRODUCTION TO FOOD SERVICE - LEVEL I

WAITER/WAITRESS - INTRODUCTION TO WAITER/WAITRESS - LEVEL II

**TRAINING MATERIALS - PRINT**

**ACCOUNTING SYSTEMS AND FINANCIAL MANAGEMENT INFORMATION FOR THE  
HOSPITALITY INDUSTRY (TRAINING MANUAL)**

Province of Nova Scotia  
Canadian Government Office of Tourism

**A HOSPITALITY INDUSTRY GUIDE FOR WRITING AND USING TASK UNIT JOB  
DESCRIPTIONS**

Tourism Education Corporation  
Canadian Hotel and Restaurant Book Service

**A PROGRAM IN CUSTOMER RELATIONS**

Travel Alberta  
Service Industry Training Department

**B.C. HINTERLAND HIGHWAY SERVICE NODES STUDY**

TIDSA  
March 1980

**BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY EDUCATIONAL 5-YEAR PLAN**

"Introduction to the Eighties", British Columbia Institute of Technology  
Burnaby, British Columbia  
June 1980

**BRITISH COLUMBIA MOTELS, RESORTS & TRAILER PARKS ASSOCIATION  
INTRODUCTORY OPERATORS MANUAL**  
Pannel 1, Kerr, Forster & Associates

**CANADIAN HOTEL MOTEL AND RESTAURANT LAW**  
E.J. Amirault and M. Archer  
P & O Business Publications  
1975

CAREER PREPARATION PROGRAM **INTERIM CURRICULUM GUIDE** | 98 |  
Hospitality/Tourism Industry  
British Columbia Ministry of Education

CATERING MANAGEMENT MANUAL  
Tourist Services Officer  
Department of Education  
Province of British Columbia

**COOKING COURSE OUTLINE - PRE-APPRENTICESHIP**  
Ministry of Labour  
1980

**CO-OPERATIVE EDUCATION WORKBOOK FOR FOODSERVICE/HOSPITALITY**  
Jack E. Miller  
Canadian Hotel and Restaurant Book Service

COURS FORMATION GENERALE (GENERAL COURSE OUTLINE)  
L'Institut de Tourisme et d'Hotellerie du Quebec  
Montreal, Quebec

DIRECTORY - PROVINCIAL GOVERNMENT ADULT EDUCATION PROGRAMMED AND SERVICES  
Ministry of Education  
1980

EFFECTIVENESS IN TOURISM TRAINING  
The Case of the South African Hotel Board  
Canadian Hospitality Institute  
George Kibedi  
Toronto, Ontario

**EVERY CUSTOMER IS MY GUEST (WAITRESS TRAINING)**  
Department of Tourism  
Province of Nova Scotia

**FINANCIAL PRACTICES FOR YOUR TOURIST OPERATION (OWNER/MANAGER COURSES)**

- Federal Business Development Bank (3 copies)
- Course Material
- Leader's Guide

**GUIDE PEDAGOGIQUE - NIVEAU SECONDAIRE PROFESSIONNEL  
(GENERAL COURSE GUIDE FOR HIGH SCHOOL LEVEL PROGRAMS)**

- L'Institut de Tourisme et d'Hotellerie du Quebec  
Montreal, Quebec
- Course Outlines - Cuisine Professionnelle - Cooking
- Service de Restaurant - Restaurant Service
- Patisserie Boulangerie - Baking

**HOSPITALITY INDUSTRY CO-OPERATIVE TRAINING TEXT/WORKBOOK**

- Seymour Hertzson
- ITT Educational Services

**HOSPITALITY INDUSTRY CO-OPERATIVE TRAINING TEACHER'S MANUAL**

- Seymour Hertzson -
- ITT Educational Services

**HOTEL AND TOURISM OCCUPATIONS (DIRECTORY OF TRAINING FACILITIES)**

- International Labour Office
- Geneva, Switzerland

**LET'S ALL TREAT VISITORS ROYALLY (TRAINER'S MANUAL)**

- Hospitality Training Program
- Ministry of Industry and Tourism
- Ontario

**MANAGEMENT ADVANCEMENT PROGRAM TRAINING MANUAL**

- Manitoba Hotels Association
- H. L. Burch & Associates
- 1976

**MOTEL MANAGEMENT I (HOSPITALITY 140)**

- Open Learning Institute
- Richmond, British Columbia

**MOTIVATION TRAINING MANUAL**

- William J. Wenzel
- Canadian Hotel and Restaurant Book Service

**REPORT ON EDUCATION 1977-1978**  
Province of British Columbia  
Ministry of Education

**RESTAURANT MANAGER I (HOSPITALITY 130)**

Open Learning Institute  
Richmond, British Columbia

**SELF-LEARNING KITS FOR WAITERS/WAITRESSES**  
(WHAT ARE YOU WAITING FOR?)

Learning Packages Project  
**Centennial College**  
**Ontario**

**STUDENT ORIENTATION COURSE**

**Hospitality Industry Education Advisory Committee**  
1979

**TECHNIQUES DE GESTATION DE SERVICE ALIMENTAIRES**

(FOOD SERVICE MANAGEMENT TECHNIQUES)

L'Institut de Tourisme et d'Hotellerie du Quebec  
Montreal, Quebec

**TECHNIQUES HOTELIERS (HOTEL TECHNIQUES)**

L'Institut de Tourisme et d'Hotellerie du Quebec  
Montreal, Quebec

**TECHNIQUES TOURISTIQUES (TOURISM TECHNIQUES')**

L'Institut de Tourisme et d'Hotellerie du Quebec  
Montreal, Quebec

**THE MOTELS, RESORTS & TRAILER PARKS INTRODUCTORY MANAGEMENT COURSE**

The **B.C. Motels, Resorts & Trailer Parks Associations**  
Pannell Kerr Forster & Associates

**THE WAITER/WAITRESS TRAINING MANUAL**

**S. Dahmer and K. Kahl**  
C.B.I. Publishing Limited

**WINNING WITH CUSTOMERS**

**Dru Scott**  
**BNA Communications Inc.**  
**1978**

**A Series of Eight Pamphlets:**

1. "But We Don't Have Customers"
2. "Avoiding Burnout"
3. "The Indecisive Customer"

4. "The Irate Customer"
5. "Creative Ways of Making Contact"
6. "We Need a Little Cooperation Around" Here"
7. "Your Good Customers"
8. "Special Ideas for People in Government"

## TRAINING MATERIALS - AUDIO-VISUAL

On the following pages you will find a listing of audio-visual training materials available on loan from the Provincial Hospitality Industry Resource Centre. The audio-visual materials are grouped under the following headings:

1. Advertising
2. Careers
3. Customer/Staff Relations
4. Dishwashing - Safety - Sanitation
5. Food Preparation
6. Food and Beverage Service
7. Front Office
8. Handling Money
9. Housekeeping
10. Tourism and Travel
11. Wines and Bartending

Audio-visual materials may be requested from any location within British Columbia. If ordered from outside the Greater Vancouver area, they will be sent by courier. Borrowers are advised that while there is no rental charge for the audio-visual materials, there is a charge for delivery and transportation. All materials will be sent "collect" and must be returned "prepaid". **The return of these materials is the responsibility of the borrower.** All materials must be returned to the Provincial Hospitality Industry Resource Centre, 250 West Pender Street, Vancouver, B.C. V6B 1S9.

### 1. ADVERTISING

#### WHY DO YOU BUY? (1 COPY)

16 mm film/colour/1971/10 minutes. Gives examples of the power of advertising and the many reasons why people buy, such as emotional influences, group acceptance, salesman pressure.

### 2. CAREERS

#### CAREERS IN FOODSERVICE - IT'S MORE THAN A JOB (1 COPY)

3/4 inch videocassette/colour/25 minutes. Interviews with leaders in the foodservice/hospitality industry and with future leaders are used to tell the viewer about the levels and varieties of careers available in the industry. On-location scenes include the New York Trade Centre's Windows on the World and the food service laboratory at the General Foods Corporation.



**ON THE MOVE (18 COPIES)**

3/4 inch videocassette/colour/15 minutes. An overview of working conditions and career paths that occur in the major components of the hospitality/tourism industry. A brief examination of careers in the accommodation, foodservice, travel trade/transportation, and tourism activities sectors of a dynamic and vital industry in British Columbia.

3. CUSTOMER/STAFF RELATIONS

**COURTESY: FOOD SERVICE IS PEOPLE SERVICE (3 COPIES)**

16 mm film/colour/1969/11 minutes. Introductory film which develops awareness of the meaning of courtesy. Through the techniques of role playing, a waitress turned guest, learns what courtesy means. Highlights include the importance of a smile and a warm, friendly greeting, showing respect to guests, and how it feels to be treated with a sense of personal concern.

**COURTESY: THE INSIDE STORY (3 COPIES)**

16 mm film/colour/1969/8 minutes. Second in the "Courtesy" series. Dramatizes common complaints made by hostesses, waitresses, busboys, etc. about the guests they serve. Humorously recreates typical difficult situations and shows ways of dealing with them. Stresses proper attitudes necessary **for dealing successfully with guests.**

**HANDLING COMPLAINTS (3 COPIES)**

16 mm film/colour/1975/17 minutes. Introduction to customer/human relations covering the following key concepts: attitude towards complaint; procedure and guidelines for handling complaints; listening to the entire complaint; and taking immediate action. Uses a series of dramatic vignettes to illustrate the procedure for handling a complaint. Principles demonstrated can enable anyone to turn a customer's complaint into an opportunity to create customer goodwill. Complaints shown contain emotions from **shyness and incoherence to outrage and anger.** Film takes the mystery out of human relations making the point that good relations are not a matter of innate ability but can be learned.

**HOSTING (1 COPY)**

16 mm film/colour/1981/13 minutes. Reveals important techniques for greeting and seating customers and ensuring efficient service. Demonstrates correct procedures including keeping accurate reservation and waiting lists for typical food service operations. Handling customers with special needs and working with fellow employees are illustrated. Film motivates hosts and hostesses to take a deeper interest in all phases of food service, and encourages a more conscientious attitude toward customers.

**LISTEN PLEASE (1 COPY)**

16 mm film/colour/1959/10 minutes. Demonstrates the art of listening effectively. Examples of how problems get solved by listening, and how a bad situation can be caused by not listening. (N.B. This film is very outdated).

4. DISHWASHING - SAFETY - SANITATION

**DISHWASHING - SAFETY - SANITATION**

Microfiche/colour/978. A series of microfiche and accompanying workbooks covering the following areas

**Dishwashing**  
**Safety**  
**Sanitation**

**SANITATION - RULES MAKE SENSE (1 COPY)**

16 mm film/colour/11 minutes. Emphasizes basic rules of sanitation including how to handle potentially hazardous **foods, including fowl, seafood and custards. Also illustrates control of pests, personal cleanliness** and proper techniques for cooling, storage and refrigeration. Importance of clean hands and proper washing methods are emphasized. Stresses key responsibilities of food service workers in protecting public health.

**SANITATION - WHY ALL THE FUSS? (1 COPY)**

16 mm film/colour/11 minutes. An introduction to sanitation. Shows biological reasons for sanitation and the conditions for controlling bacteria growth. Explains the danger of bacteria; how bacteria spread from place to place; and how their growth can be accelerated or retarded. Demonstrates how hands, clothing, kitchen tools, unclean surfaces, rats, roaches and flies can carry germs. Stresses importance of cleanliness and the need for proper heating and cooling of foods.

5. FOOD PREPARATION

**FOOD PREPARATION (1 SET)**

Microfiche/colour/1978. A series of microfiche and accompanying workbooks covering the following subjects:

Advanced Baking & Desserts	Convenience Foods
Advanced Poultry	Dairy Products
Advanced Salads	<b>Dry Heat Cooking</b>
Advanced <b>Seafoods</b>	<b>Equipment &amp; Utensils</b>
Advanced Soups & Sauces	Game and Advanced Meat
Advanced Vegetables	Garnishing
Appetizers, Canapes & Hors D'Oeuvres	Grains & Starches
Basic Baking & Desserts	Herbs, Spices & Wines
Basic Poultry	Meat Cuts

Basic Processes Used in Cooking  
Basic Salads  
Basic **Seafood**  
Basic **Skills** in Food Preparation  
Basic Soups, Stocks & Sauces  
Basic Vegetables  
Buffet

Meat Identification  
Moist Heat & Combination **Cooking**  
Potatoes  
Pre-preparation of Fruits & Vegetables  
Short Order Cooking  
Quantity Cooking

#### **FOOD PURCHASING I - GENERAL PRINCIPLES (1 COPY)**

16 mm film/colour/13 minutes. A much needed survey of the role of food purchasing in cost and quality control. This introductory film deals with what the **food buyer must** know to purchase food items of the right quality, price and quantity. Stresses the importance of the menu as a guide to the intended use of items; testing products, the buyer's need for knowledge of **food quality and food production methods; and** some basic considerations of proper purchasing procedures. Rules regarding dealings with purveyors are included as well as guidance concerning the use of purchase orders, daily quotation sheets and the use of purchase specifications.

#### **FOOD PURCHASING II**

16 mm film/colour/14 minutes. Gives detailed examples of problem areas in purchasing. The very important matter of specifications is treated fully, with sample specifications of various foods. The buyer's role in menu planning and supervising a consistent buying program is explained. Several possible pitfalls **in buying are shown, and** basic rules **for judging meat quality are included. Instructs buyers in techniques** for avoiding manipulation by unscrupulous purveyors and their representatives, while showing how service oriented purveyors can be a valuable aid. Motivates buyers to ethical and effective relationships with all food purveyors.

#### **NOVA SCOTIA MINISTRY OF EDUCATION COOKING VIDEOTAPES**

Set #1, 3/4 inch videocassette

1. **BEEF - INTRODUCTION, 16 minutes**
  - **THE ROAST SECTION, 13 minutes**
  - **THE LOIN SECTION, 19 minutes**
  - **THE TRIM SECTION, 8 minutes**
2. **BEEF - THE HIP SECTION, 16 minutes**
  - INTRODUCTION TO THE FRONT QUARTER OF BEEF, 11 minutes**
  - INTRODUCTION TO THE FRONT QUARTER OF LAMB, 9 minutes**
  - INTRODUCTION TO THE FRONT QUARTER OF PORK, 14 minutes**
3. **BASIC WHITE STOCK, 20 minutes**
  - SELECT, HANDLE AND SHARPEN KNIVES & CUTTING TOOLS, 26 minutes**
4. **CONVENIENCE FOODS, 16 minutes**
  - BASIC ROUX, 18 minutes**
  - USE CUTTING EQUIPMENT, 17 minutes**

5. BASIC PIE DOUGH, 16 minutes  
BREAD & ROLLS: STRAIGHT DOUGH METHOD, 14 minutes  
BASIC CAKES, 14 minutes  
WEIGH & MEASURE, 15 minutes
6. PREPARATION OF VARIETY MEATS, 18 minutes  
TYING THE BUTCHER'S KNOT, 8 minutes  
PREPARATION OF FRUITS & VEGETABLES, 27 minutes
7. INTRODUCTION TO CAKE DECORATING, 17 minutes  
DECORATING CAKES & PASTRIES, 24 minutes  
ICE CARVING, 18 minutes
8. BECHAMEL & VELOUTE SAUCES, 17 minutes  
SAUCE ESPANGNOLE, 10 minutes  
HOLLANDAISE & EMULSION SAUCES, 12 minutes  
SELF-THICKENING SOUPS, 4 minutes  
CLEAR SOUPS & **EXTENSIONS**, 9 minutes
9. **DECORATE HAM & CAPONS**, 19 minutes  
**CREAM SOUPS & CHOWDERS**, 17 minutes  
TOMATO SAUCE, 11 minutes

Set #2, 3/4 inch videocassette (part of the list above is available on individual videocassettes)

1. BEEF - INTRODUCTION, 16 minutes
2. BEEF - THE ROAST SECTION, 13 minutes
3. BEEF - THE LOIN SECTION, 19 minutes
4. BEEF - THE TRIM SECTION, 8 minutes
5. BEEF - THE HIP SECTION, 16 minutes
6. BEEF - INTRODUCTION TO FRONT QUARTER OF BEEF, 11 minutes
7. INTRODUCTION TO FRONT QUARTER OF LAMB, 9 minutes
8. INTRODUCTION TO FRONT QUARTER OF PORK, 14 minutes
9. BASIC WHITE STOCK, 20 minutes
10. SELECT, HANDLE **AND SHARPEN KNIVES & CUTTING TOOLS**, 26 minutes
11. CONVENIENCE FOODS, 16 minutes
12. BASIC ROUX, 18 minutes
13. **USE CUTTING EQUIPMENT**, 17 minutes
14. BASIC PIE DOUGH, 16 minutes
15. BREAD & ROLLS: STRAIGHT DOUGH METHOD, 14 minutes
16. BASIC CAKES, 14 minutes
17. WEIGH & MEASURE, 15 minutes

## 6. FOOD AND BEVERAGE SERVICE

BETTER SERVICE IN A RESTAURANT  
Training package - 2 Instructor's manuals  
- 65 colour slides  
- One Table of courses  
- Seven Tables of lessons

A 20 hour **course developed by Didactotel of Switzerland with the general objective of improving the quality of service** for the guest.

(MR.) **BUS BOY (1 COPY)**

16 mm film/colour/11 minutes. Stresses the importance of the bus boy. Neatness, good grooming, and a friendly manner are essential. Emphasis on correct handling of silverware, glasses and crockery in a sanitary manner. **Also** points out the need for correctly stacking and balancing the dirty dishes to prevent breakage. Attitude is mentioned as very important and the ability to get along with others.

**BUSSING (UP-DATED VERSION OF MR. BUS BOY) (1 COPY)**

16 mm film/colour/10 minutes. Orientation film on duties and responsibilities of bus persons. Also useful for waiters and waitresses. Demonstrates duties **before, during** and after the meal. Includes setting up a table, assisting servers, pouring water and coffee, emptying ash trays, removing and stacking soiled dishes etc. Stresses importance as a valuable member of the food service team.

**DINING ROOM SAFETY (2 COPIES)**

16 mm film/colour/1969/10 minutes. Stresses constant awareness of dining room hazards and how to avoid them. **Includes procedures for carrying food, stacking dishes, and lists rules of proper and safe dress.** Demonstrates common sense precautions of preventing falls, spilled food, cuts, burns and customer injuries.

**DINING ROOM SANITATION (2 COPIES)**

16 mm film/colour/1969/8 minutes. Demonstrates techniques of sanitary food handling for dining room personnel. Emphasizes importance of the servers' personal cleanliness, hygiene and grooming. Includes sanitary practices necessary before reporting for work, as well as dining room practices that inhibit the growth of germs.

**FOOD AND BEVERAGE SERVICE (1 SET)**

Microfiche/colour/1978. A series of microfiche with accompanying workbooks on the following subjects:

Alcoholic Beverage Service	French Service
Banquet Service	Restaurant Cash & Credit Control
Basic Skills in Food & Beverage Service	Room Service
Counter Service	Table Service

**HOW DO YOU LOOK WHEN IT COUNTS? (2 COPIES)**

16 mm film/colour/1967/9 minutes. Basic waiter/waitress training film. Dramatizes importance of hospitality, cleanliness and efficiency that every successful serving staff must project. Also includes pointers on grooming, appearance and personal hygiene. Stresses the close scrutiny guests make of food servers by showing professional waiters and waitresses in action through the eyes of the guests.

**PRESENTATION OF FOOD AND BEVERAGE (2 COPIES)**

16 mm film/colour/ 1969/9 minutes. Demonstrates basic rules of serving food and beverage. Shows how professional waiters and waitresses place a wide range of menu items in front of the guest, including presentation of soups, entrees and desserts. Teaches how to add garnishes, condiments and accompaniments, stressing imaginative use of colour.

**ROOM SERVICE (2 COPIES)**

16 mm film/colour/1960's/13 minutes. Deals with special problems of room service, including duties of waiter/waitress and the order-taker. Stresses importance of getting the order complete and having exact identification of guest and the room number. Teaches servers to check trays, make sure order is complete, including condiments. Emphasizes good salesmanship, suggestive selling, good manners and the repetition of the basic order.

**RUSH HOUR SERVICE (2 COPIES)**

16 mm film/colour/1970/8 minutes. A humorous account, indicating battle procedures **such as campaigns, battle stations, veterans**, etc. Emphasizes that the rush hour is the most important time of the day, to both the waiter/waitress and the company. Stresses the ability to withstand supreme pressure and the necessity for a fast turnover during this time of day. Mentions the necessity for preparation, organization, patience and the ability to plan ahead. Instruction on various working methods, suggestions and functions of all staff members and the importance of team work.

**SELLING WINE AND LIQUOR (1 COPY)**

Please see description under Section II - Wines & Bartending.

**TABLE SETTING (2 COPIES)**

16 mm film/colour/11 minutes. An introduction to North American table settings. Emphasis on correct settings for breakfast, lunch and dinner. Stresses sanitary handling of cutlery, glasses and crockery, and correct positioning of chairs, napkins and silverware.

**TAKING THE ORDER (2 COPIES)**

16 mm film/colour/1969/10 minutes. Demonstrates the basic principle of suggestive selling and menu merchandising. Distinguishes the unimaginative order-taker from the profit-producing salesman with special emphasis on the art of suggestive selling. Includes importance of the serving staff's understanding the psychology of the customer.

**WAITRESS TRAINING PROGRAM (1 SET)**

9 colour/silent filmstrips/24 page Leaders Guide

1. **THE MODEL WAITRESS IS WELL GROOMED**

Cleanliness, neatness; getting along with guests and fellow workers; taking criticism.

2. **THE ART OF TABLE SETTING**

Table setting for breakfast, luncheon, dinner, dessert

3. **SERVING THE MEAL GRACIOUSLY I**  
Learning the day's menu; timing various dishes; greeting guests; pouring water
4. **SERVING THE MEAL GRACIOUSLY II**  
Who to serve first; handling trays; planning kitchen trips; serving booths and centre tables
5. **SERVING THE MEAL GRACIOUSLY III**  
Presenting the menu; taking cocktails orders; dealing with spills and accidents
6. **SERVING THE MEAL GRACIOUSLY IV**  
Taking the order; serving appetizers; bread; butter; soups; salads
7. **SERVING THE MEAL GRACIOUSLY V**  
presenting the entree; pouring coffee; serving vegetables; condiments; **dessert; presenting** the check
8. **SIDE WORK AND SPECIAL PROBLEMS**  
Opening and closing side work; assuring guest privacy; troublesome guests; the check; tipping; serving children
9. **THE MODEL WAITRESS AS SALESLADY**  
Selling to increase earnings; upgrading the check

#### WHAT ARE YOU WAITING FOR? (3 SETS)

A self learning kit for Waiters and Waitresses. Each kit contains 90 minutes of instruction on cassette tapes, a hand held film strip viewer, and a work book with built-in progress tests. The learning kit is based upon a job analysis of the waiter/waitress. This analysis was developed by practicing professional waiters and waitresses from a cross section of the industry.

#### 7. FRONT DESK

##### FRONT DESK COURTESY (1 COPY)

16 mm film/colour/12 minutes. Updated version of "The Front Desk".

##### THE FRONT DESK (2 COPIES)

16 mm film/colour/1971/12 minutes. Demonstrates the importance of proper guest relations at the front desk in a variety of challenging situations. Highlights include; handling a guest's complaint, requests for service, questions about the hotel facilities, local sights and entertainment. Dramatizes typical rooming procedures including checking-in and checking-out, and compares the efficient desk clerk with the poorly trained amateur.

TELEPHONE MANNERS (2 COPIES)

16 mm film/colour/1972/10 minutes. Basic training for everyone who uses the telephone. Dramatically and unforgettably teaches phone courtesy in ten information-packed minutes with an impact that motivates and with practical tips which anyone can master. Points out that the voice on the phone is the voice of your organization, then communicates the vital elements of telephone courtesy: identifying oneself clearly, identifying the organization, personalizing calls, using conversational tones, the importance of note-taking, and the very special quality of warmth.

8. HANDLING MONEY

HANDLING CHEQUES (1 COPY)

16 mm film/colour/19 minutes. Teaches a fast, easy to learn system for validating a cheque and reducing risk in accepting it. Short, incisive episodes with instructive closeups of good and bad cheques bring every essential step into sharp focus; handling corrections in amounts and dates, obtaining the customer's current address, discouraging post-dating, forestalling a fraudulently written amount, and validating the signature. Delicate areas of customer relations are illustrated - requesting I.D., validating a signature, being conscientious - with emphasis throughout the film on customer courtesy. Characteristics of acceptable I.D. and methods of preventing fraud and theft are described.

HANDLING CREDIT CARDS (1 COPY)

16 mm film/colour/1975/14 minutes. The ever growing use of credit cards makes this film essential in the training of clerks and cashiers. Illustrates transactions and describes basic procedures, including determination of credit limits and delinquent accounts, alerts staff against unauthorized use and problems of stolen credit cards.

HANDLING MONEY (1 COPY)

16 mm film/colour/1974/14 minutes. An important film illustrating the proper and safe methods of handling money, thereby protecting establishments against loss. Demonstrates basic principles involved in the transfer of money from one person to another . . . so that it can be accomplished safely and with mutual satisfaction. Creates attitude in employees of treating your money as their own. Real-life situations involving cashiers and clerks presenting, in detail: proper methods of counting money, making change and avoiding errors commonly caused by interruption.

\*THE PAPERHANGERS (1 COPY)

16 mm film/colour/1966/25 minutes. Demonstrates the dangers of passing bad cheques. Lists eight points to look for on a cheque, and how to avoid being passed a bad cheque. Shows what kind of identification to accept.

\*Prevent on against fraudulence and theft.



\*THE SHOPLIFTER (1 COPY)

16 mm film/colour/20 minutes. **Describes methods of shoplifting and how to spot a potential shoplifter. Suggests methods of preventing shoplifting. (N.B. This film is very outdated).**

\*Prevention against fraudulence and theft.

9. HOUSEKEEPING

CLEANING THE BATHROOM (1 COPY)

16 mm film/colour/13 minutes. Demonstrates the proper housekeeping procedures for cleaning the bathroom. Includes instruction in cleaning the wash basin, fixtures, tub, shower, toilet bowl, floor and walls. Careful attention is paid to providing necessary supplies and correct use of detergents and other chemicals. Importance of reporting malfunctioning plumbing or electrical equipment is also stressed. Encourages conscientious work and thoroughness.

THE EFFICIENT CHAMBERMAID

Training Package - 2 Instructor's manuals  
- 35 mm colour **slides**  
- **One Table** of courses  
- Seven Tables of lessons

A 15 hour course developed by Didactotel of Switzerland with the general objective of improving the chambermaid's profit earning capacity.

THE MAID: MAKING UP THE ROOM (1 COPY)

16 mm film/colour/1969/12 minutes. Demonstrates housekeeping responsibilities in making **up a check-out** room, with special emphasis given to thoroughness in cleaning. Stresses proper techniques for making up a bed, as well as clean-up procedures > changing of linens, dusting and proper guest relations. Also includes disposal of waste basket contents, replenishing necessary supplies, handling items left by guests and final inspection.

10. TOURISM AND TRAVEL

A PLACE OF OPPORTUNITY (1 COPY)

16 mm film/colour/15 minutes. A look at British Columbia's geographic and economic regions, including major industries, with an overview of tourism and the opportunities for economic and recreational growth in the Province.

**SMILE. (1 COPY)**

16 mm film/colour/10 minutes. **Emphasizes the importance of a smile** in dealing with visitors to your community. Stresses the importance of tourism and of making the visitor feel welcome.

**THERE SHOULD BE NO STRANGERS (2 COPIES)**

16 mm film/colour/1977/10 minutes/notes for instructors. **A series of short vignettes showing typical encounters with service personnel that visitors might have while on vacation. A broad spectrum of individuals and locations are employed, ranging from bus drivers and bank tellers, to the more conventional hotel-restaurant scenes. Some of these scenes are positive, others negative. The film has stop points built in for the purpose of promoting discussion. Discussions can be generated as to methods of creating good "first impressions" and their importance to the visitor industry.**

**TOURISM BEHIND THE SCENES (1 COPY)**

16 mm film/colour/17 minutes. **Emphasizes awareness of the benefits of tourism to both residents and visitors. Stresses the importance of attitude of hospitality industry personnel for encouraging return business.**

11. WINES AND BARTENDING

**BARTENDING (1 COPY)**

16 mm film/colour/14 minutes. **An absorbing presentation of the professional bartender's responsibilities. This powerful, concise film covers every essential step: Preparation before opening the bar; key elements of customer relations; valuable techniques for efficient service and for mixing eye-appealing drinks. Demonstrates the proper relationship between a bartender and fellow employees. Clearly outlines the formula for a successful bar - professional preparation and technique mixed with a warm, hospitable attitude toward customers.**

**BAR MANAGEMENT: INTERNAL CONTROLS (1 COPY)**

16 mm film/colour/17 minutes. **Film distills the bar manager's job into three primary day-to-day functions: Managing inventory, money and employees. They add up to internal controls to minimize loss or waste, to measure performance of the bar as a profit center and to plan ahead. Covers all management basics: Warning signs, written records, inspection, financial analysis and supervisory duties such as hiring, training and monitoring. Excellent discussion starter.**

**HEIR TO THE AGES (1 COPY)**

80, 35 mm colour slides/25 minutes/written dialogue. A brief history of wine in the old and new worlds, followed by the story of grape growing in Canada with descriptions of some grape varieties and the complete process of winemaking. Very well presented.

**SELLING WINE AND LIQUOR (1 COPY)**

16 mm film/colour/12 minutes. Encourages wine and liquor sales by all waiters and waitresses. Suggestive selling is demonstrated, instructions given for keeping guest happy while enlarging size of check and tip. Teaches those troubled by the complexities of wine service how easy it can be when basic rules are followed. A complete training experience from cocktails and champagne to dinner wines, dessert wines and liqueurs.

**THROUGH THE WINEGLASS (1 COPY)**

16 mm film/colour/1960's/8 minutes. This a Canadian wine film. A very general and interesting account of the four categories of wines: the aperitif; the table wine; the sparkling wine; and the dessert wine. Describes types of foods to be served with each category of wine and how to serve the wine; wine temperature, and various recipes that can be enhanced by the addition of wine. Interesting all-round description of wine and its uses.

**FRENCH WINES (1 COPY)**

35 mm slides/colour/written script. Excellent coverage of French wines, highlighting the following topics: growth of the vine; type of grape; maintenance and harvest of vineyards; pressing; fermentation; cellars; bottling and labelling; vineyards of France; transportation and storage of wine; quality and tasting control. Sommelier and his art; wine glasses; relation of wines to food.

# **VISITOR STATISTICS**

VISITOR STATISTICS

ALASKA VISITOR INDUSTRY

"A Summary of the Visitor-related Firm Study and the Visitor  
Census and Expenditure Survey"  
Division of Economic Enterprise  
State of Alaska  
1978

AN EXIT SURVEY OF OVERSEAS TRAVELLERS TO CANADA IN THE SUMMER OF 1977  
C. L. Sabourin  
Canadian Government Office of Tourism  
August 1978

AN EXIT SURVEY OF U.S. AIR TRAVELLERS TO CANADA IN THE SUMMER OF 1977  
C. L. Sabourin  
Canadian Government Office of Tourism  
August 1978

AN EXIT SURVEY OF U.S. AIR TRAVELLERS IN THE SUMMER OF 1977 REPORT  
ON ACTIVITIES  
C. L. Sabourin  
Canadian Government Office of Tourism  
August 1978

AN EXIT SURVEY OF U.S. AIR TRAVELLERS TO CANADA IN THE SUMMER OF 1977  
A SPECIAL REPORT ON BUSINESS AND BUSINESS AND PLEASURE TRAVELLERS  
C. L. Sabourin  
Canadian Government Office of Tourism  
August 1978

A REPORT ON TRAVEL INTENTIONS OF AMERICANS IN 1976  
P. Hockin  
Canadian Government Office of Tourism  
1976

A REPORT ON TRAVEL INTENTIONS OF CANADIANS IN 1976  
C. Sabourin  
Canadian Government Office of Tourism  
1976

A REPORT ON TRAVELERS FROM AFRICA, ASIA, **LATIN AMERICA**, OCEANIA  
IN THE SUMMER OF 1977

C. L. Sabourin  
Canadian Government Office of Tourism  
November 1978

A REPORT ON VACATION PREFERENCES OF U.S. TRAVELERS TO CANADA IN THE  
SUMMER OF 1977

C. Sabourin  
Canadian Government Office of Tourism  
August 1978

A STUDY OF GERMAN TRAVEL HABITS AND PATTERNS - VOLUME I

U.S. Travel Service  
U.S. Department of Commerce  
1974

A STUDY OF JAPANESE TRAVEL HABITS AND PATTERNS - VOLUME I

U.S. Travel Service  
U.S. Department of Commerce  
1973

A STUDY OF MEXICAN TRAVEL HABITS AND PATTERNS

U.S. Travel Service  
U.S. Department of Commerce  
1975

A SURVEY OF U.K. TRAVEL AGENTS

U.S. Travel Service  
U.S. Department of Commerce

**BRITISH COLUMBIA POPULATION PROJECTIONS (1974-76)**

**B.C. Research**  
**1974**

BRITISH COLUMBIA RESIDENT TOURISM SURVEY

B.C. Research Council  
1975 (5 copies)

BRITISH COLUMBIA RESIDENT TOURISM SURVEY VOLUME I

Domestic and External Travel in the First Quarter of 1976  
B.C. Research  
1976

BRITISH COLUMBIA TOURISM FACT BOOK  
Department of Recreation and Travel Industry  
1975

CANADA TRAVEL SURVEY 1971 HIGHLIGHTS  
Canadian Government Office of Tourism  
Ministry of Industry Trade & Commerce  
1972

CARIBOO - CHILCOTIN TOURISM FACTS BOOK  
Ministry of the Provincial Secretary and Travel Industry  
1977 (2 copies)

DAWSON CITY TOURIST EXIT SURVEY  
B.C. Research  
Summer 1976

DESTINATION U.S.A.  
Vol II - Domestic Tourism  
Report of the National Tourism Resources Review Commission  
June 1973

DESTINATION U.S.A.  
Vol III - International Visitors  
Report of the National Tourism Resources Review Commission  
June 1973

DESTINATION U.S.A.  
Vol IV - Federal Role  
Report of the National Tourism Resources Review Commission  
June 1973

DESTINATION U.S.A.  
Vol V - Special Studies  
Report of the National Tourism Resources Review Commission  
June 1973

DESTINATION U.S.A.  
Vol VI - Appendix  
Report of the National Tourism Resources Review Commission  
June 1973

FOODSERVICE TRENDS  
Volume 1, Number 10  
National Restaurant Association  
November 1979

**GROUSE MOUNTAIN RESORTS**  
1 1 A Survey of Summer visitors  
B.C. Research  
1974

KOOTENAYS TOURISM FACTS BOOK  
Ministry of the Provincial Secretary and Travel Industry  
1977 (2 copies)

**OKANAGAN TOURISM FACTS BOOK**  
Ministry of Provincial Secretary & Travel Industry  
1977

**PEACE RIVER - LIARD TOURISM FACTS BOOK**  
Ministry of the Provincial Secretary and Travel Industry  
1977 (2 copies)

REPORT ON TOURIST ATTRACTIONS IN THE VICTORIA REGION  
1977 Survey  
C. Leblanc  
Canadian Government Office of Tourism  
1978

**SOUTHWESTERN B.C. TOURISM FACTS BOOK**  
Ministry of the Provincial Secretary and Travel industry  
1977 (2 copies)

**SURVEY AND ANALYSIS OF RESIDENT & NON-RESIDENT TRAVEL**  
Travel Alberta  
Province of Alberta  
1971

**SUMMARY AND ANALYSIS OF INTERNATIONAL TRAVEL TO THE UNITED STATES**  
U.S. Travel Service  
U.S. Department of Commerce  
1973, 1974



**THE BRITISH COLUMBIA RESIDENT TRAVEL SURVEY 1976**  
Conclusions & Recommendations  
B.C. Research  
1976

**THE CANADIAN TOURISM FACTS BOOK**  
Travel Industry Branch  
Department of Industry, Trade & Commerce  
1972

**THE SIGNIFICANCE OF TOURISM TO CANADA**  
L.J. D'Amore  
The Business Quarterly  
1977

**THOMPSON - SHUSWAP TOURISM FACTS BOOK**  
Ministry of the Provincial Secretary and Travel Industry  
1977

**TOURIST ATTRACTIONS IN THE VANCOUVER REGION (SUMMER OF 1977)**  
C. Leblanc  
Canadian Government Office of Tourism  
1978

**TOURISM HIGHLIGHTS 1977**  
Ministry of Tourism & Small Business Development  
Government of Canada

**TOURISM HIGHLIGHTS 1978**  
Ministry of Tourism and Small Business Development  
Government of Canada

**TRAVEL BETWEEN CANADA AND OTHER COUNTRIES**  
Statistics Canada  
December and Year 1973

**TRAVEL BETWEEN CANADA AND OTHER COUNTRIES**  
Statistics Canada  
December and Year 1974

TRAVEL BETWEEN CANADA **AND OTHER COUNTRIES**  
Statistics Canada  
December 1975

TRAVEL BETWEEN CANADA AND OTHER COUNTRIES  
Statistics Canada  
January - March 1976

TRAVEL BETWEEN CANADA AND OTHER COUNTRIES  
Statistics Canada  
April - June 1976

TRAVEL BETWEEN CANADA AND OTHER COUNTRIES  
Statistics Canada  
July - September 1976

TRAVEL BETWEEN CANADA AND OTHER COUNTRIES  
Statistics Canada  
October - December 1976

TRAVEL BETWEEN CANADA **AND OTHER COUNTRIES**  
Statistics Canada  
January - March 1977

TRAVEL BETWEEN **CANADA** AND OTHER COUNTRIES  
Statistics Canada  
April - June 1977

TRAVEL BETWEEN CANADA-AND OTHER COUNTRIES  
Statistics Canada  
July - September 1977

TRAVEL BETWEEN CANADA **AND OTHER COUNTRIES**  
Statistics Canada  
October - December 1977

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Dominion Bureau of Statistics  
October 1971

TRAVEL BETWEEN CANADA U.S.A. AND OTHER COUNTRIES  
December & Year 1971  
Dominion Bureau of Statistics

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Regional Analysis  
Canadian Government Travel Bureau  
1973

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Canadian Government Office of Tourism  
1976

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Volume I  
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Volume II  
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**VANCOUVER ISLAND TOURISM FACTS BOOK**  
Ministry of the Provincial Secretary and Travel Industry  
1977

VISITORS 1963  
(A Study of Visitors to B.C. - Summer 1963)  
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**VISITORS 1979**  
**(Results for Major Communities)**  
**B.C. Research**

VISITORS "74"  
A Study of Visitors to British Columbia in the Summer of 1974  
B.C. Research  
1975

**VISITORS "79"**  
**"British Columbia Visitors Travel Survey"**  
TIDSA  
**June 1980 (3 copies)**

VISITOR CENSUS & EXPENDITURE SURVEY  
Winter 1976-1977  
**Division of Economic Enterprise**  
**State of Alaska**  
**1977**

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State of Alaska  
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**For the Year 1975**  
**Division of Economic Enterprise**  
**State of Alaska**  
**1978**

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**YUKON AUTO EXIT SURVEY**

Research Design and Results  
Indian and Northern Affairs  
Parks Canada  
September 1976

**YUKON TOURISM 1978**

Industry Highlights  
R.D. Graham  
Department of Tourism  
Government of Yukon  
January 1979