

# HOSPITALITY AND TOURISM SHSM

## PROFILE OF THE HOSPITALITY AND TOURISM SECTOR

The tourism industry presents many advantages for employees because it offers a selection of well over 400 occupations. Tourism jobs also tend to provide plenty of opportunities for advancement, widely transferable skills, and ongoing training.<sup>1</sup>

The tourism industry is divided into five sub-sectors: hospitality and tourism, accommodation, food and beverage services, recreation, and travel services.

Tourism industries are an important employment sector in Canada. In 2009, this sector accounted for 1.6 million jobs, representing 9.4 per cent of the 17.1 million jobs in Canada.<sup>2</sup> Between now and 2025, spending on tourism goods and services in Canada is expected to grow to \$201 billion, and it is estimated that 219,000 tourism jobs will go unfilled due in part to declining birth rates and an aging workforce.<sup>3</sup>

## SAMPLE OCCUPATIONS IN THE HOSPITALITY AND TOURISM SECTOR

Apprenticeship Training	College
<ul style="list-style-type: none"> <li>• Baker</li> <li>• Butcher and Meat Cutter</li> <li>• Chef</li> <li>• Cook</li> <li>• Special Events Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Accommodation Service Manager</li> <li>• Conference and Event Planner</li> <li>• Food Service Supervisor</li> <li>• Hotel/Resort Manager</li> <li>• Restaurant Information Officer</li> <li>• Travel Counsellor</li> </ul>
University	Workplace
<ul style="list-style-type: none"> <li>• Dietician</li> <li>• Food Bacteriologist</li> <li>• Nutritionist</li> <li>• Public and Environmental Health Officer</li> <li>• Public Relations and Communications</li> </ul>	<ul style="list-style-type: none"> <li>• Executive Housekeeper</li> <li>• Food and Beverage Server</li> <li>• Food Counter Attendant and Kitchen Helper</li> <li>• Food Stylist</li> <li>• Hotel/Front Desk Clerk</li> <li>• Hotel Valet</li> <li>• Purser and Flight Attendant</li> <li>• Receptionist and Front Desk Clerk</li> <li>• Reservation Agent</li> <li>• Sales Representative – Wine, Food, Wholesale</li> <li>• Ticket Agent</li> <li>• Tour and Travel Guide</li> <li>• Tourist Information Clerk</li> </ul>

Note: The names here reflect common usage by institutions and organizations in this sector in Ontario.

<sup>1</sup> Discover Tourism, [http://discovertourism.ca/employees/about\\_tourism.aspx](http://discovertourism.ca/employees/about_tourism.aspx).

<sup>2</sup> Statistics Canada, Tourism satellite account: Human resource module, 2009, [www.statcan.gc.ca/daily-quotidien/100528/dq100528d-eng.htm](http://www.statcan.gc.ca/daily-quotidien/100528/dq100528d-eng.htm).

<sup>3</sup> Canadian Tourism Human Resource Council, Fast Facts: Total Tourism Sector Employment (2006), <http://cthrc.ca/en/>

# Required Components for the SHSM – Hospitality and Tourism

The SHSM-Hospitality and Tourism has the following five components:

**1. A bundle of nine Grade 11 and 12 courses**

- four Hospitality and Tourism major credits
- three required courses in English, math, business studies or science where a CLA is delivered
- two co-op credits in the sector (additional co-op credits can be substituted for major or required credits)

SHSM–Hospitality and Tourism									
Credits		Apprenticeship Training		College		University		Workplace	
		Gr. 11	Gr. 12	Gr. 11	Gr. 12	Gr. 11	Gr. 12	Gr. 11	Gr. 12
<b>Major Credits</b> (may include maximum of 1 Co-op Credit)		4*		4*		4*		4*	
includes content delivered in the sector's context	<b>English</b>	1		1		1		1	
	<b>Mathematics</b>	1		1		1		1	
	<b>Business Studies or Science or Additional Co-op Credit</b>	1		1		1		1	
<b>Cooperative Education</b>		2		2		2		2	
<b>Total number of credits</b>		9		9		9		9	

\*a minimum of one Gr 11 and one Gr 12 credit

**2. Six sector recognized certifications and training:**

Four compulsory			
CPR -Level C + AED	WHMIS	customer service	Standard First Aid
Two electives from the list below			
compass/map/GPS	cook/line cook	events coordinator	fire safety training
fishing guide	Geographic information system (GIS)	guest services	heritage interpreter
housekeeping services	introduction to hospitality management	life saving	paddling techniques
safe food handling – advanced	safe food handling-basic	Smart Serve	spa etiquette
spa service	ticket agent	tour guide	training in a technique
tourism-basic			

**3. Experiential Learning and Exploration Activities**

**4. Reach Ahead Experiences**

**5. Essential Skills and Workplace Habits and the Ontario Skills Passport**