



TOP FIVE TIPS for building your career in tourism

Tourism is one of the world's most rapidly growing industries, and offers a diverse range of employment and entrepreneurial opportunities. These five tips will guide you toward a fulfilling career in tourism.

1. BECOME A CUSTOMER SERVICE EXPERT

- Customer service is the cornerstone of skills in tourism. If you can deliver exceptional customer service, you will be sure to move up within your organization.
- Programs such as *WorldHost*, *Service Best* and *Selling is Service* help you master customer service skills.

2. EARN A CREDENTIAL

- Acquiring certification shows your current employer (and potential employers) that you have mastered the skills of your occupation.
- More than 40 professional and specialist certifications in tourism occupations are available from emerit.ca.
- In Saskatchewan, you can earn trade certification as a Journeyperson Guest Services Representative, Food and Beverage Person, or Cook.

3. BE A WORKPLACE MENTOR OR TRAINER

- Sharing your knowledge and experience helps new staff members to establish their careers. Contribute to your work environment by being an in-house trainer, delivering programs like *Service Best*; a coach for colleagues working on *emerit* certification; or through mentoring an apprentice.
- Enhance your leadership skills by participating in these programs delivered by the Saskatchewan Tourism Education Council (STEC): *Workplace Trainer* online or two-day *Facilitator Skills Development Workshop*.

4. STAND OUT AS A TOURISM AMBASSADOR

- By promoting tourism professionalism and helping others develop their skills, you are eligible for nomination as a Tourism Ambassador – a distinction recognized by industry peers.
- Tourism Saskatchewan recognizes up to five Tourism Ambassadors (one for each industry in the tourism sector) at the annual *Professional Recognition Dinners*.

5. CONTRIBUTE TO YOUR BUSINESS BECOMING AN EMPLOYER OF CHOICE

- *Employers of Choice* demonstrate best practices in HR management and professional development, and are recognized leaders in the tourism sector.
- Encourage your employer to become an *Employer of Choice*, and offer to assist in the process.