

# Course Catalogue

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## OVERVIEW

### ABOUT TOURISMWORKS

**TourismWorks** is the Alberta Hotel & Lodging Association's (AHLA) dedicated training portal, offering specialized resources in human resources, health and safety, and operational training tailored specifically to the hospitality industry.

As the official health and safety association for all hotels and convention centres under the Alberta Workers' Compensation Board Industry Code 87503, the AHLA is committed to supporting the health, safety, and success of our members.

#### Disclaimers

Courses available through TourismWorks.ca may differ from what's listed in the catalogue ...

The Alberta Hotel and Lodging Association will not be liable to you for any damages, direct or indirect, arising out of your use of the information contained in this material. If in doubt with respect to any information contained within this material, or for confirmation of legal requirements, please refer to the current edition of the Occupational Health and Safety Act, Regulation, and Code, or other applicable legislation. Further, if there is any inconsistency or conflict between any of the information contained in this material and the applicable legislative requirement, the legislative requirement shall prevail.

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### WHY TRAIN YOUR STAFF?

Training is more than just a necessity—it's a fundamental pillar of effective hotel management. It ensures that you meet and exceed Occupational Health and Safety (OHS) requirements while providing your staff with the knowledge and skills they need to excel. Beyond compliance, quality training boosts employee engagement, improves retention, and enhances guest relations—creating a more motivated team and a better experience for your guests. Invest in training today and give your team the tools to thrive! Invest in training today and give your team the tools to thrive!

### COURSE CATEGORIES

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#### HEALTH AND SAFETY

The Health and Safety course category offers a comprehensive range of training focused on maintaining a safe and compliant work environment. Covering topics such as workplace safety,

emergency response planning, health regulations, and injury prevention, these courses address key areas like WHMIS, violence prevention, mental health, and security. Participants can explore a variety of specialized courses, including those on workplace inspections, first aid, musculoskeletal disorders, and interacting with vulnerable individuals. This category also includes webinars and instructor-led training on critical topics like WCB claims, return-to-work principles, and hazard assessments, all designed to support the safety and well-being of hotel staff.

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## HUMAN RESOURCES

The Human Resources course category for the hospitality industry focuses on building a positive, inclusive, and compliant workplace. Offering a variety of courses, it covers essential HR topics such as employment standards, neurodiversity, mental health, and workplace bias. Participants can access specialized training on leading with mental health in mind, disrupting bias, and fostering inclusive environments. Additional courses on immigration, inclusive hospitality, and embracing diversity help ensure that hotel staff and management are equipped with the knowledge to create a welcoming, fair, and supportive workplace for all.

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## OPERATIONS

The Operations course category for the hospitality industry provides essential training to enhance efficiency, reduce risks, and improve overall hotel performance. Covering a wide range of topics, this category includes courses on loss prevention, risk management, financial leadership, and operational best practices. Participants will gain valuable introductions into key occupations such as housekeeping, front office, food & beverage, and hotel sales. Specialized courses also address emerging concerns like cyber and privacy risks, preventing water damage, and pool operation certification. Designed for both new and experienced professionals, these courses help ensure smooth and successful hotel operations.

## COURSE TYPES

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### E-LEARNING

E-learning provides flexible, self-paced online courses that allow learners to access training materials anytime, anywhere. This approach offers the convenience of learning at your own speed, making it ideal for busy schedules. With e-learning, you can revisit content as needed, track your progress, and learn at a time and place that suits you best, enhancing both understanding and retention.

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### INSTRUCTOR-LED TRAINING (ILT)

Instructor-led training offers structured learning with a live instructor, providing real-time interaction and guidance. This format allows for immediate feedback, hands-on support, and collaborative learning with peers. With an instructor leading the session, learners can ask questions,

engage in discussions, and gain deeper insights into the material, ensuring a more personalized and dynamic learning experience. Most of our courses are delivered virtually to make them accessible and cost-effective throughout the province.

## IDEAL TEAM SUBSCRIPTION PLAN

	NON-SUBSCRIBER	SUBSCRIBER
<b>WHMIS</b>	\$20 per person	FREE
<b>COURSE ACCESS</b>	Restricted	Unrestricted
<b>ILT COURSES</b>	FULL PRICE	HUGE SAVINGS

**ONE SUBSCRIPTION PRICE 12 FULL MONTHS OF SAVINGS**

**— BEST DEAL —**

*Subscriber levels offered for Small, Medium and Large Employers*

**TourismWorks.ca**

The **TourismWorks Ideal Team Subscription Plan** is the ultimate solution for hotel industry training, offering unlimited access to a wide range of online and on-demand courses. Designed to help you meet OHS legislation, enhance your team's skills, and save on training costs, this subscription is an invaluable resource for any hotel team.

### Key Features:

- **Unlimited Access to Safety Courses:** Includes essential training on topics such as WHMIS, Emergency Response Planning, Crime Prevention, and more.
- **Unlimited Access to Operations Courses:** Covers critical skills for hotel management with courses like Hotel Supervision & Management and Hospitality Financial Leadership.
- **Massive Savings on Virtual Instructor-Led Training:** Enjoy discounted rates on specialized training, including Health & Safety Committee Training.
- **Access to the Training Touchpoints monthly e-newsletter** highlighter key content and new courses in TourismWorks

This subscription is a game-changing opportunity to improve safety, boost operational efficiency, and develop your team's skills while staying compliant with industry standards.

Packages and pricing differ based on team size. Subscriptions are valid for 12 months from the date of purchase. If you are the training team manager for two or more hotels, please email [training@tourismworks.ca](mailto:training@tourismworks.ca) for details on your group purchase.



Learn more about the various packages:

[How to Subscribe to Ideal Team Training](#)

[Ideal Team Subscription – Small Employer with less than 20 Employees](#)

[Ideal Team Subscription – Medium Employer with 20 to 150 Employees](#)

[Ideal Team Subscription – Medium/Large Employer with 151 to 500 Employees](#)

[Ideal Team Subscription – Large Employer with more than 500 Employees](#)



## HEALTH AND SAFETY

### CRIME PREVENTION FOR HOTELS

Course Type: E-learning      Duration: 1:30 Hrs

Ideal for: All hotel workers

This crime prevention course features a quick video on common criminal activities in hotels, covering signs of criminal behavior, strategies to reduce crime opportunities, and crime prevention practices.

**FREE** and only available with subscription

### EMERGENCY PREPAREDNESS 101

Course Type: E-learning      Duration: 1:00 Hr

Ideal for: All hotel workers

Prepare for emergencies and natural disasters with this webinar recording designed to help hotel management and employees respond safely and effectively. Learn emergency preparedness guidelines through a webinar and supporting materials.

**FREE**

### EMERGENCY RESPONSE PLANNING FOR HOTELS

Course Type: E-learning      Duration: 1:00 Hr

Ideal for: All hotel workers

This e-learning course introduces emergency response planning methodology, outlining requirements for developing and maintaining workplace response plans, essential for risk management and loss prevention.

**FREE**

### FIRST AID (BASIC) – ONLINE PORTION

Course Type: E-learning      Duration: 8:00 Hrs

Ideal for: All hotel workers

The Basic First Aid (formerly Emergency First Aid) course provides essential First Aid and CPR training for workplaces, schools, or personal use. With a blended format, participants can complete

the **theory portion of the course** online at their own pace through TourismWorks.ca, saving time and money while meeting Alberta's Occupational Health & Safety Code requirements.

\*AHLA members only\*

Price (without subscription): **\$39**

**FREE** with subscription

\*GST included\*

Please note that the mandatory practical portion of this training is not included in the fees. You must complete both the theory (day 1) and practical (day 2) to achieve your First Aid certification. You can contact [the nearest St. John Ambulance](#) location within 90 days of starting the online portion to schedule the practical session.

### FIRST AID (INTERMEDIATE) - ONLINE PORTION

Course Type: E-learning

Duration: 8:00 Hrs

Ideal for: All hotel workers

The Intermediate First Aid (previously Standard First Aid Level C) course provides essential First Aid and CPR training for workplaces, schools, or personal interest, with a blended learning format that allows participants to the **theory portion of the course** online at their own pace through TourismWorks.ca. This flexible option helps save time and money while meeting the training requirements outlined in Alberta's Occupational Health & Safety Code.

\*AHLA members only\*

Price (without subscription): **\$39**

**FREE** with subscription

\*GST included\*

Please note that the mandatory practical portion of this training is not included in the fees. You must complete both the theory (day 1) and practical (day 2) to achieve your First Aid certification. You can contact [the nearest St. John Ambulance location](#) within 90 days of starting the online portion to book the practical session.

### HAZARD ASSESSMENTS

Course Type: ILT

Duration: 4:00 Hrs

Ideal for: Health and Safety committees, leaders

This half-day virtual course equips participants with the tools to meet Occupational Health and Safety requirements for assessing and controlling workplace hazards. Topics include identifying

hazards, conducting formal and site-specific assessments, and understanding the benefits, legal requirements, and processes involved.

Price (without subscription): **\$159**

**\$84** with subscription

\*GST included\*

## HEALTH & SAFETY ORIENTATIONS & TRAINING FOR SUPERVISORS

Course Type: E-learning      Duration: 45 Min

Ideal for: Supervisors, managers, health and safety committee member or representative, anyone involved in building or maintaining the property's health & safety program.

This course covers employer responsibilities for workplace health and safety, emphasizing worker awareness, hazard identification, and control measures through orientations and job-specific training.

**FREE** and only available with subscription

## HEALTH & SAFETY COMMITTEES AND REPRESENTATIVES

Course Type: ILT      Duration: 4:00 Hrs

Ideal for: Joint Health and Safety Committee / Representative training is now MANDATORY for ALL members of a H&S committee, not just the co-chairs and representatives.

This Joint Worksite Health and Safety Committee / Representative training is delivered through an online webinar classroom, led by an instructor. The course covers essential content for committee members and representatives, including the roles and responsibilities of co-chairs and members, worksite parties' obligations, and workers' rights

Price (without subscription): **\$159**

**\$63** with subscription

\*GST included\*

## HOTEL WORKPLACE INSPECTIONS

Course Type: E-learning      Duration: 1:00 Hr

Ideal for: Supervisors, managers, health and safety committee member or representative, anyone involved in building or maintaining the property's health & safety program.

This course covers the importance of hotel workplace inspections in maintaining safety, as required by Alberta's Occupational Health and Safety Act, including their purpose, procedures, and benefits.

**FREE** and only available with subscription

## INCIDENT REPORTING AND INVESTIGATIONS

Course Type: ILT      Duration: 4:00 Hrs

Ideal for: Joint Health and Safety Committee Members / Representatives, Health & Safety Coordinators

This 4-hour course teaches employers and workplace inspectors how to conduct workplace investigations and prepare incident reports in compliance with Alberta regulations. Participants will learn to identify workplace incidents, determine which require investigation, and follow proper investigation and reporting procedures. The course is delivered in a virtual classroom.

Price (without subscription): **\$159**

**\$84** with subscription

\*GST included\*

## INTERACTING WITH VULNERABLE INDIVIDUALS – FOR HOTEL STAFF

Course Type: E-learning      Duration: 15 Mins

Ideal for: All hotel workers

Learn effective strategies for handling difficult situations and ensuring the safety of staff and guests. Gain practical tips from the Edmonton Police Service and The Mustard Seed in this 8-minute whiteboard video on interacting respectfully with vulnerable individuals

**FREE** and only available with subscription

## INTRODUCTION TO SECURITY IN HOTELS

Course Type: E-learning      Duration: 25 Mins

Ideal for: All hotel workers

This course includes five informative videos covering key aspects of hotel security to enhance safety and awareness in your workplace

**FREE** and only available with subscription

## NAVIGATING THE OHS LEGISLATION FOR ALBERTA HOTELS

Course Type: E-learning

Duration: 30 Mins

Ideal for: Health and Safety Committee Members / Representatives

This course focuses on Alberta OHS Legislation, covering the Act, Regulation, and Code, with a particular emphasis on relevant sections for hotel operations.

**FREE** and only available with subscription

## OTHER PARTIES IN THE HOTEL WORKPLACE

Course Type: E-learning

Duration: 2:00 Hrs

Ideal for: Supervisors, managers, health and safety committee member or representative, anyone involved in building or maintaining the property's health & safety program.

This course covers the essentials of a health and safety management system, focusing on all individuals at the hotel, including contractors. It explains the employer's legal responsibilities and outlines steps for managing the safety of visitors and contractors.

**FREE** and only available with subscription

## SAFETY AND SECURITY FOR HIGH PROFILE EVENTS

Course Type: E-learning

Duration: 15 Mins

Ideal for: Supervisors, managers, health and safety committee member or representative, anyone involved in building or maintaining the property's health & safety program.

High-profile events, such as the G7 Summit, attract large crowds and public attention, which can increase safety and security risks. This course provides essential training to help hotel staff recognize potential threats, follow strict security protocols, and respond effectively to emergencies. Gain the knowledge and confidence to protect guests, employees, and visitors, ensuring your property remains safe and secure during high-stakes occasions.

**FREE**

## VIOLENCE PREVENTION AND DE-ESCALATION IN THE HOTEL WORKPLACE

Course Type: E-learning

Duration: 2:00 Hrs

Ideal for: All hotel workers

This course equips hotel staff with the skills to recognize, respond to, and de-escalate guest behaviors, from mild agitation to violence. Staff will learn effective techniques to manage aggressive situations, ensuring a safer work environment for everyone.

**FREE** and only available with subscription

## WHMIS

Course Type: E-learning

Duration: 1:00 Hr

Ideal for: All hotel workers

This course will introduce you to WHMIS, and prepare you for safely handling, storing, and managing chemicals in your hotel workplace. Hotels often have cleaning products and other hazardous materials that you may be exposed to. Learn how to work safely with these products to protect yourself and your co-workers.

Price (without subscription): **\$21**

**FREE** with subscription

\*GST included\*

## WORKPLACE HARASSMENT AND VIOLENCE PREVENTION FOR SUPERVISORS

Course Type: E-learning

Duration: 1:00 Hr

Ideal for: Supervisors and Managers

Learn how to identify and address workplace harassment and violence in the hotel industry. This course equips supervisors and managers with the tools to maintain a safe work environment and respond effectively to incidents

**FREE**

## HUMAN RESOURCES

### 101 INDIGENOUS AWARENESS INTRODUCTION

Course Type: E-learning      Duration: 1:30 Hrs

Ideal for: All hotel workers

The Indigenous Awareness Introduction course is a brief, stand-alone version of the full Certification course, designed to provide an introductory understanding of Canada's Aboriginal peoples. This course offers essential information for building positive relationships with Aboriginal communities. It is ideal for those who want to start with basic knowledge before pursuing the full Certification course. The course is particularly useful for situations where all staff need some training, but not everyone requires the full certification. It is offered to AHLA members in partnership with [Indigenous Awareness Canada](#).

### 201 INDIGENOUS AWARENESS INTRODUCTION

Course Type: E-learning      Duration: 1:30 Hrs

Ideal for: All hotel workers

The Indigenous Awareness Certification course provides foundational knowledge on Indigenous issues, taking 4–8 hours to complete. Upon finishing, participants receive a Certificate in Indigenous Awareness. Recognized by academic, government, corporate sectors, and professional organizations, this course is a prerequisite for upcoming 300-level courses in 2025. It's endorsed by Indigenous groups and supports programs like the CCAB PAR initiative and the TRC Recommendations. Offered to AHLA members in partnership with [Indigenous Awareness Canada](#).

### CALM YOUR CHAOS – INTENTIONAL PRODUCTIVITY

Course Type: E-learning      Duration: 1:00 hr

Ideal for: Managers and Supervisors

This is a five-part video series designed to support a more intentional and productive approach to work. Rather than focusing on doing more, the series emphasizes identifying what and who truly matter, and directing time, energy, and attention accordingly. In this 60-minute series, Ashley Janssen offers guidance on becoming the right kind of busy through five key areas: setting boundaries around email and meetings, running effective meetings, improving prioritization and focus, preventing burnout, and designing an intentional week.

**FREE** and only available with subscription

### LOSS PREVENTION AND RISK MANAGEMENT FOR HOTELS

Course Type: E-learning      Duration: 1:00 Hr

Ideal for: Hotel managers, or security team members

This course focuses on loss prevention and risk management strategies to help hotels in Canada reduce property and liability insurance costs. The course aims to educate hotel managers on how to minimize claims and, in turn, lower insurance premiums, while also improving staff engagement and guest satisfaction. It is divided into eight modules, covering topics such as emergency response planning, cyber security, fire and water damage prevention, property security, and liquor/cannabis liability prevention. The course includes sample checklists and templates, which should be customized for each hotel.

**FREE**

### NOT IN OUR HOTEL – FOR ASSOCIATES – RECOGNIZING AND RESPONDING TO HUMAN TRAFFICKING IN HOTELS

Course Type: E-learning      Duration: 1:00 Hr

Ideal for: Frontline workers

This human trafficking awareness course is designed to equip frontline hotel staff with the knowledge and tools to recognize and respond to human trafficking in the hotel industry. Participants will learn to identify trafficking indicators, understand how traffickers exploit hotel operations, and how to take action when suspicious behavior is observed. The course promotes a proactive approach to enhancing safety, preventing human trafficking, and improving the hotel's reputation.

**FREE**

### NOT IN OUR HOTEL – FOR MANAGERS – RECOGNIZING AND RESPONDING TO HUMAN TRAFFICKING IN HOTELS

Course Type: E-learning      Duration: 1:30 Hrs

Ideal for: Managers and Supervisors



This human trafficking awareness course is aimed at supervisors and managers in the hotel industry, providing them with the knowledge and tools to recognize and respond to human trafficking. Participants will learn to identify trafficking indicators, understand how traffickers exploit hotel operations, and take appropriate actions when suspicious behavior is observed. The course promotes a proactive approach to preventing human trafficking, enhancing safety for victims, staff, and guests, and improving the hotel's reputation.

**FREE**

#### SKILL UP CRITICAL CONVERSATIONS - HEALTHY WORKPLACE COMMUNICATIONS

Course Type: E-learning      Duration: 15 Mins

Ideal for: Managers and Supervisors

This workplace training video offers valuable insights into healthy communication practices in the workplace and strategies for enhancing overall communication skills. The content focuses on four main areas: courageous conversations, speaking with confidence, planning for success, and effectively receiving and responding during interactions.

**FREE** and only available with subscription

#### SKILL UP CRITICAL CONVERSATIONS - LEADING A MULTI-GENERATIONAL WORKFORCE

Course Type: E-learning      Duration: 15 Mins

Ideal for: All hotel workers

This workplace training video explores the dynamics of working within a multi-generational workforce. The content highlights four main areas of focus: understanding intergenerational dynamics, recognizing cultural and ideological differences, appreciating the benefits of diversity, and applying effective skills and strategies for collaboration.

**FREE** and only available with subscription

#### SKILL UP CRITICAL CONVERSATIONS - LEADING WITH COMPASSION

Course Type: E-learning      Duration: 15 Mins

Ideal for: All hotel workers

Discover the value of compassionate leadership in this short course, focusing on self-compassion, navigating sensitive conversations, and using effective compassionate leadership strategies in the workplace.

**FREE** and only available with subscription

### SKILL UP CRITICAL CONVERSATIONS – NAVIGATING GUEST INTERACTIONS

Course Type: E-learning      Duration: 15 Mins

Ideal for: Managers and Supervisors

This workplace training video offers valuable insights into navigating guest interactions, managing conflict, and maintaining well-being during challenging situations. The content focuses on four key areas: building confidence and courage, preparing the right mindset, overcoming bias and mitigating escalation, and using the CLASS Model to navigate difficult conversations.

**FREE** and only available with subscription

### SKILL UP CRITICAL CONVERSATIONS – THE LANGUAGE OF LEADERSHIP

Course Type: E-learning      Duration: 15 Mins

Ideal for: Managers and Supervisors

Learn the language of leadership in this short course, covering key topics like strengthening communication, providing feedback, and overcoming common barriers to effective conversations with your team.

**FREE** and only available with subscription

### SKILL UP DISRUPTING BIAS IN THE WORKPLACE

Course Type: E-learning      Duration: 15 Mins

Ideal for: Managers and Supervisors

Explore strategies for identifying and disrupting bias in the workplace. This course helps leaders create a more inclusive environment by addressing biases that may affect team dynamics and decision-making

**FREE** and only available with subscription

### SKILL UP LEADING WITH MENTAL HEALTH IN MIND

Course Type: E-learning      Duration: 15 Mins

Ideal for: Managers and Supervisors

Learn how mental health impacts the hotel industry from a leadership perspective in this short course. Gain tools and strategies to navigate mental health challenges with team members and create a supportive workplace.

**FREE** and only available with subscription

### SKILL UP NAVIGATING NEURODIVERSITY IN THE WORKPLACE

Course Type: E-learning      Duration: 20 Mins

Ideal for: Managers and Supervisors

Explore neurodiversity in the workplace and learn to appreciate the unique neurological wiring of each employee. This short course and guide offer practical insights for fostering an inclusive hotel environment

**FREE** and only available with subscription

### SUPERVISION AND MANAGEMENT IN THE HOTEL INDUSTRY

Course Type: E-learning      Duration: 6:00 Hrs

Ideal for: Managers and Supervisors

This course focuses on developing leadership and communication skills, featuring interviews and panel discussions with industry leaders. The course includes four sections: Introduction to Management & Supervision, Quality Service & Communication, Human Resources, and Marketing

Price (without subscription): **\$103.95**

**FREE** with subscription

\*GST included\*

## OPERATIONS

### HOSPITALITY FINANCIAL LEADERSHIP

Course Type: E-learning

Duration: 4:30 Hrs

Ideal for: Managers

Develop critical financial leadership skills for a successful hotel career with the Hospitality Financial Leadership Video Series, hosted by David Lund, the Hotel Financial Coach. This three-module series will help strengthen your financial knowledge and capabilities

Price (without subscription): **\$103.95**

**FREE** with subscription

\*GST included\*

### HOTEL OPERATIONS: THE SERIES

Course Type: E-learning

Duration: 4:30 Hrs

Ideal for: All Hotel Workers

The Hotel Operations training series introduces newcomers to the hospitality industry through nine expert-led modules based on Olds College's Hospitality and Tourism curriculum. Developed by industry professionals, these videos provide essential knowledge for those seeking employment in hotel operations.

Price (without subscription): **\$99**

**FREE** with subscription

\*GST included\*

### LOSS PREVENTION AND RISK MANAGEMENT FOR HOTELS

Course Type: E-learning

Duration: 1:00 Hr

Ideal for: Managers

Learn how property and liability insurance impact hotel operations in Canada, and discover solutions through expert consultation with the AHLA to manage these substantial costs

**FREE**

### NOT IN OUR HOTEL – FOR ASSOCIATES – RECOGNIZING AND RESPONDING TO HUMAN TRAFFICKING IN HOTELS

Course Type: E-learning

Duration: 1:00 Hr

Ideal for: Frontline workers

This human trafficking awareness course is designed to equip frontline hotel staff with the knowledge and tools to recognize and respond to human trafficking in the hotel industry. Participants will learn to identify trafficking indicators, understand how traffickers exploit hotel operations, and how to take action when suspicious behavior is observed. The course promotes a proactive approach to enhancing safety, preventing human trafficking, and improving the hotel's reputation.

**FREE**

#### NOT IN OUR HOTEL - FOR MANAGERS - RECOGNIZING AND RESPONDING TO HUMAN TRAFFICKING IN HOTELS

Course Type: E-learning      Duration: 1:30 Hrs

Ideal for: Managers and Supervisors

This human trafficking awareness course is aimed at supervisors and managers in the hotel industry, providing them with the knowledge and tools to recognize and respond to human trafficking. Participants will learn to identify trafficking indicators, understand how traffickers exploit hotel operations, and take appropriate actions when suspicious behavior is observed. The course promotes a proactive approach to preventing human trafficking, enhancing safety for victims, staff, and guests, and improving the hotel's reputation.

**FREE**

#### POOL OPERATOR LEVEL 1 (CERTIFIED) PRE-COURSE

Course Type: E-learning      Duration: 10 Mins

Ideal for: Pool Operators

Before enrolling in the AARFP's Pool Operator Level 1 workshop, learners must first complete this online "pre-course." Upon successful completion, participants will receive a certificate verifying their AHLA membership, along with detailed instructions on how to register for the workshop.

**FREE** \*\*AHLA members only\*\*

#### YOUR ROLE IN FOOD & BEVERAGE

Course Type: E-learning      Duration: 3:00 Hrs

Ideal for: Front-line Workers

This course prepares you for a job in the hotel's Food & Beverage department, covering various types of food service and related job roles. The course includes the following modules: Introduction

to the Accommodation Industry, Introduction to Tourism, Communication, Customer Service, Security, and Food & Beverage.

**FREE** and only available with subscription

### YOUR ROLE IN FRONT OFFICE

Course Type: E-learning      Duration: 4:30 Hrs

Ideal for: Front-line Workers

This course will help you prepare for your job in the Front Office. The front office is the most visible part of the hotel. Staff working in the front office are the primary contact between the guest and the hotel. The course includes the following modules: Introduction to the Accommodation Industry, Introduction to Tourism, Communication, Customer Service, Security, and Front Office.

**FREE** and only available with subscription

### YOUR ROLE IN HOUSEKEEPING

Course Type: E-learning      Duration: 3:00 Hrs

Ideal for: Front-line Workers

This course, "Your Role in Housekeeping", will help you prepare for your job in the Housekeeping Department. Housekeeping plays an essential role in hotel operations, responsible for cleaning and maintaining the accommodations. The course includes the following modules: Introduction to the Accommodation Industry, Introduction to Tourism, Communication, Customer Service, Security, and Housekeeping.

**FREE** and only available with subscription

### EMERIT COURSES

Emerit training and certification are based on National Occupational Standards (NOS) and are validated by thousands of tourism professionals across Canada. These programs reflect the latest skills, knowledge, and best practices required to keep Canada's tourism workforce competitive on the global stage. AHLA's TourismWorks platform features a selection of E-merit courses, offering valuable opportunities for individuals to enhance their expertise and stay current in the ever-evolving tourism industry.

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## FRONT DESK AGENT – EMERIT

Course Type: E-learning      Duration: 8:00 Hrs

Ideal for: Front-line Workers

This course provides essential skills for front desk agents in the Canadian tourism sector. Covering professionalism, guest services, reservations, and more across ten modules, it helps learners develop expertise in key areas.

Price: **\$131.25**

\*GST included\*

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## HOUSEKEEPING ROOM ATTENDANT – EMERIT

Course Type: E-learning      Duration: 8:30 Hrs

Ideal for: Front-line Workers

This course provides essential skills for effective housekeeping in the Canadian tourism sector. Based on the Housekeeping Room Attendant National Occupational Standards, the course covers professionalism, guest relations, safety, cleaning tasks, and more across eight modules.

Price: **\$131.25**

\*GST included\*

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## LINE COOK – EMERIT

Course Type: E-learning      Duration: 8:30 Hrs

Ideal for: Front-line Workers

This course helps equip participants with essential skills and knowledge needed to be an effective Line Cook in the Canadian tourism sector with this eLearning course from Emerit, based on national occupational standards.

Price: **\$131.25**

\*GST included\*

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## WORKPLACE ESSENTIALS – EMERIT

Course Type: E-learning      Duration: 10:00 Hrs

Ideal for: Front-line Workers

This course equips new workers with the skills and knowledge employers seek for success in Canada's tourism sector. Developed in collaboration with industry professionals and HR experts, the program consists of 19 modules covering topics like Canadian workplace culture, communication, professionalism, customer service, and critical thinking. Learners can complete all modules or focus on specific areas needing improvement.

Price: **\$131.25**

\*GST included\*

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#### MAKE SAFE –EMERIT

Course Type: E-learning

Duration: 2:00 Hrs

Ideal for: Front-line Workers

This course was designed with a view to reducing sexual harassment and violence in the tourism workplace by helping employees and employers recognize and address inappropriate behavior. The course covers key concepts, intervention strategies, and ways to improve workplace culture, focusing on prevention, intervention, and reporting.

Price: **\$26.25**

\*GST included\*

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#### SUPERVISOR –EMERIT

Course Type: E-learning

Duration: 6:00 Hrs

Ideal for: Front-line Workers

This course provides the skills and knowledge needed to be an effective supervisor in the Canadian tourism sector. Based on the Supervisor National Occupational Standards, the course covers key areas such as leadership, communication, team management, diversity, finances, operations, safety, and service excellence. Learners can explore all modules or focus on specific topics to improve their skills.

Price: **\$131.25**

GST included\*



