



**NORTH ISLAND  
COLLEGE**

## Employment Skills Access

### Retail and Hospitality Training

The Retail and Hospitality Training program is designed for individuals seeking an opportunity to achieve a competitive advantage for both themselves and their future employer. Training is designed for individuals with limited experience, who have a desire to work in the field and gain the fundamental skills to secure positions in the industries of retail and hospitality. Graduates of the program may secure employment in retail setting, hospitality industries or any customer service industry.

The program is delivered over eight consecutive weeks, full time and is comprised of theory and in the field practical applications. The program has limited seating due to the applied nature of the training.

#### What will participants study?

The program consists of the following modules:

- Basic Computer Skills
- Communication in the Workplace
- Employment Essentials
- Cashier Training
- Customer Experience Sales and Service
- Food Safe Level 1
- Occupational First Aid Level 1
- Serving it Right
- World Host
- World Host – Customers with Disabilities
- World Host – Service Across Cultures
- WHMIS
- Transition Workshops and Coaching to Employment

#### Program Locations and Dates:

North Island College –Port Alberni Campus    March 25 – May 17, 2013

#### Eligibility:

**This Employment Skills Access (ESA) program is designed to assist unemployed, or low skilled individuals gain employment. All tuition and books are included for participants who meet the specific ESA eligibility criteria.**

You **may be eligible** for entry if you are:

- Unemployed **AND** not collecting Employment Insurance (EI) **AND** have not been associated with a regular EI claim in the past three years or maternity/parental claim in the past five years.

To learn more please contact:    Leanne Moore at 250-724-8705 or email [esa@nic.bc.ca](mailto:esa@nic.bc.ca)



*Funding provided through the Canada-British Columbia Labour Market Agreement.*