



ATTENDEE GUIDE

MARCH 2023

TOURISM HIRING FAIR

WHEN: 10:30 A.M - 2:00 P.M, THURSDAY, MARCH 23, 2023
WHERE: LOWER BIRCH CAFETERIA, CAPILANO UNIVERSITY
NORTH VANCOUVER CAMPUS

WELCOME

Welcome to the Tourism Hiring Fair 2023!

Thank you for attending the Tourism Hiring Fair. We hope that you will make meaningful connections and will take the time to learn about the many available opportunities from our participating community partners.

Your participation in the Fair is one step towards building the future you desire. We encourage you to continue to engage in your career development by being open, enthusiastic, and curious. Whether you're a student or an alumnus, we are here and ready to support you along your journey.

This guide includes tips to help you navigate the Fair and a list of all the participating organizations.

Thank you to all our exhibitors. We value the diversity and opportunities our community partners provide to Capilano University's students.

Capilano University
Career Development Centre
2055 Purcell Way, LB 170
North Vancouver, B.C. V7J 3H5
Email: cdc@capilanou.ca

PREPARING FOR THE FAIR

Attending the Tourism Hiring Fair is an excellent opportunity to conveniently meet and speak with various employers and organizational representatives to gain valuable insights into different industries and career paths. Like you, your career will evolve and transform over time throughout your life. Therefore, the more resources, opportunities, and knowledge you can gain to discover your path or explore your chosen interests, the better.

Attending the Fair will also help you grow your professional network and obtain expert advice from those in their chosen fields.

Below you will find some useful tips to help you navigate the Fair and take advantage of its many benefits.

Prior to the Fair

What to Bring

- Several copies of your resumes (tailored is preferable)
- Business cards
 - Additional resource: Get free student business cards at Capilano University
 - Login and go to Career Hub at <https://experience.capilanou.ca/>
 - Click on **Student Resources** -> **Job Search Tools** -> **Free Student Business Cards**
 - On the **Free Student Business** Cards page, select **Submission Form**
 - Please fill out and email the **submission form** to cdc@capilanou.ca with subject "Applying for student business card".
- Pen and paper to take notes after the Fair
- Portfolio to carry your resumes and business cards

Be Prepared

- Research companies attending the Fair
- Develop a brief introduction which includes your name, interests, education, previous experience, skills, and why you are interested in their company. Example is on next page:

PREPARING FOR THE FAIR

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Hi, I'm Sal Chong. I'm a 4th year Bachelor of Tourism Management student and I'm very interested in a career in hotel and resort management. I have experience in customer service, and I have a lot of extracurricular leadership experience. I'm wondering if my background might be relevant to a career with your company.

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- Appropriate attire according to industry and your career objective
- Be ready to answer common interview questions
- Prepare thoughtful questions for company representatives ahead of time

The following are suggestions for questions that grab the recruiters' attention:

1. What is the work culture like?
2. What are the characteristics of your most successful student hires?
3. Are there specific career tracks within your organization?
4. I'm very interested in (relevant skill). I've had (relevant experience). Would it be better to apply for a job in (department x) or (department y)?
5. What can a typical employee (for the position I am seeking) expect to be doing in 2 or 5 years?

PREPARING FOR THE FAIR

At the Fair

Do

- Be punctual; check-in at the registration table
- Turn off all electronic devices
- Wait patiently to speak to company representatives
- Approach employers with confidence, a positive attitude, engaging introduction and questions
- Be friendly and conversational while still being professional
- In the end of the conversation, remember to thank the representative for their time, ask them for a business card and establish the preferred method of follow up

Don't

- Please avoid handshakes due to the public safety concerns
- Ask questions that can be easily answered via a quick search on the Internet; especially, "so, what does [said company] do?" AVOID, AVOID, AVOID
- Discuss sensitive subjects such as religion and politics
- Monopolize the representative's time
- Interrupt representatives in conversation with others
- Speak negatively or complain about anything

After the Fair

- Take notes after you've spoken to the representatives to capture information about the organization or individual you spoke with
- Follow-up with the representatives you connected with! Send thank you notes, emails or LinkedIn requests or any other piece of information you promised to send. A hand-written note or card is a nice touch

LIST OF PARTICIPATING ORGANIZATIONS



Accent Inns Inc.

Accent Inns Inc. is a 35-year-old, family business with eight hotels and one awesome restaurant around BC across three brands, Accent Inns, Hotel Zed and Roar. We are a company with heart and take pride in spreading happiness internally with our own team and externally in the communities in which we operate. Most importantly, we LEAD WITH LOVE and our number one metric as a company is the happiness of our staff.

Current Opportunities (Victoria, Kelowna, Tofino)

- Room Attendant
- Steward
- Sales Manager (Remote)
- Accounting Clerk
- Guest Services
- Back of House Roles
- Staff Accommodation Manager
- Night Auditor
- Horseperson/Housekeeping
- Central Reservation Agent (Richmond)
- Laundry Attendant



Destination Vancouver

Destination Vancouver is one of the world's most dynamic Destination Organizations, delivering on a mandate for destination development and promotion that makes Vancouver a must visit global destination. It responsibly strives for a triple bottom line approach to measuring destination success through people, planet, and profit. As a private, not for profit business association, continued relevancy equals success by supporting the industry and building a competitive global destination brand. Destination Vancouver has a fabulous product and a powerful brand. Its brand promise, Vancouver is a place that connects people and inspires them to live with passion, underpins how it communicates with potential customers, engages with stakeholders, and services its 700+ members. Destination Vancouver believes in and provides a diverse, equitable, and inclusive work environment and we welcome applications from women, racially visible individuals, people with disabilities, Indigenous peoples, and LGBTQ+ persons.

Current Opportunities

- Marketing
- Visitor Service
- Meetings & Conventions
- Destination Promotion



Fraserway RV Rentals

Fraserway RV Rentals is Canada's largest independently owned RV Rental Company, famous worldwide for uncompromised quality and service. Our six rental stations are conveniently located in Vancouver, Whitehorse, Calgary, Edmonton, Toronto, and Halifax. A meticulously maintained fleet, excellent service, and many other extras set a rental with Fraserway RV apart from all the others. As a team, we do everything possible to ensure our customers' vacation dreams are realized!

Current Opportunities

- Customer Service Representatives
- Reservation Agents
- On-Road-Support Agents
- Detailers
- Service Advisors



Harbour Cruises

It all began with operating small ferry boats on the Fraser River under the name Harbour Navigation. In the 1930's Harbour Navigation decided to move to Coal Harbour and began operating a small fleet of tour and charter vessels. Harbour Cruises is now Vancouver's leading boat sightseeing company. We are proud to offer Vancouver's only narrated tour of the inner-harbour, the city's most popular Sunset Dinner Cruise, and the only scheduled Luncheon Cruise through a magnificent Coastal Mountain fjord. From private corporate events and special event cruises, Harbour Cruises offers a unique and delightful way to experience the city.

Current Opportunities

- Tour Sales Agent
- Tour Guide
- On-Board Services Staff
- Catering Services Staff



HI Canada Vancouver Downtown Hostel

We love travelling. To us, travel isn't just about going places, it's also about meeting people, discovering cultures, eating new food and most of all, learning how people do things differently than we do back home. We believe that through hosteling, we become more conscious about the world around us; and we can even make the world a better place. Our mission is to build a community of conscious travellers who share a greater understanding of people, places and cultures through our network of hostels and people. HI Canada is a not for profit association with over 65 hostels across Canada.

Current Opportunities

- Front Desk Agent
- Housekeeper
- Manager in Training
- Hostel Manager/Assistant Hostel Manager
- Housekeeping Supervisor
- Reservation Agents



Gray Line Westcoast Sightseeing

Everything we do at Gray Line Westcoast Sightseeing is for a common purpose: Sharing Remarkable Experiences Together. We believe the most remarkable place on earth is right here in our own backyard. We have been introducing the world to Vancouver, Victoria, and Whistler for over 30 years, and we invite you to explore with us, share knowledge and join our team.

Current Opportunities

- Street Sales Specialist
- Reservations Specialist
- Port Operations Specialist
- Dispatch Coordinator
- Step-On Guide
- Hop-On, Hop-Off Operations Supervisor



Harbour Air

Launched in 1982, Harbour Air is North America's largest seaplane airline. It flies more than 450,000 passengers annually, including commuters and tourists throughout coastal British Columbia. Our people are the backbone of our organization, and we are committed to creating a culture that inspires one another to achieve extraordinary success. We have regularly been honoured as the recipient of numerous awards including Canada's Best Managed Companies, BC's Top 55 Employers, and Canada's 10 Most Admired Corporate Cultures.

Current Opportunities

- Customer Service Agents
- Dock Operations Crew
- Reservations Agents
- Shuttle Drivers



Marriot International

Marriott International is a brand leader, offering the most powerful portfolio in the industry, our 30 brands and 8,000+ properties across 139 countries and territories give people more ways to connect, experience and expand their world. Travel with us as we expand our world, improve the communities we serve and open doors to new opportunities.

Current Opportunities

- Guest Experience Experts
- Hotel Cleanliness Experts
- Food and Beverage Servers
- Internships across the country
(Delta Grand Okanagan, Delta Whistler, Vancouver)
- Voyage Leadership Development Program



Sandman Hotel Group

Sandman Hotel Group is always looking for dedicated and enthusiastic individuals to join our teams across the country. As the fastest growing Canadian hospital company, we have out 50 Hotels, Resorts, Inns and Suites, with career opportunities from British Columbia to Newfoundland & Labrador, to the USA, and the UK. So if you love to connect with people and have a passion for providing an exceptional hospitality experience, then we invite you to join our Sandman family!

Current Opportunities

- Sandman - Guest Services Agent
- Sandman - Housekeeping Room Attendant
- Sutton Place - Housekeeping Room Attendant
- Sandman - Manager in Training
- Sutton Place - Bell Person
- Sutton Place - Houseperson
- Guest Support Centre Agent (Reservations)



The Sutton Place Hotels

At The Sutton Place Hotels, we're always looking for dedicated and enthusiastic individuals to join our team. As a high-end, luxury organization with hotels in Vancouver, Revelstroke Mountain Resort, and Halifax, we offer exceptional service and have elevated standards. So, if you love to connect with people and have a passion for providing an exceptional hospitality experience, then we invite you to join our Sutton Place family!

Current Opportunities

- Bell Person
- Housekeeping Room Attendant
- Houseperson



PAN PACIFIC
Hotels and Resorts

Pan Pacific Hotels and Resorts

Ideally situated in the heart of all things Whistler, Pan Pacific Whistler Village Centre Hotel offers contemporary, all-suite accommodations and complimentary continental breakfast delivered daily. We are so proud that Pan Pacific Village Centre was just awarded Canada's Best Ski Boutique Hotel in the World Ski Awards, and Condé Nast Traveler recently selected Pan Pacific Whistler Village Centre as one of the Top 10 Best Resorts in Canada in its annual Readers' Choice Awards for 2022. We are delighted and proud that in conjunction with celebrating 25 years of hospitality as "Whistler's Best Address," Pan Pacific Mountainside has been named Canada's Best Ski Hotel for the 10th consecutive year in the 2022 World Ski Awards. Located in the Village, yet steps from Whistler and Blackcomb and Whistler mountain gondolas, the award-winning, all-suite Pan Pacific Whistler Mountainside hotel has it all.

Current Availabilities

- Front Desk Agent
- Room Attendant
- Cook
- Breakfast Attendant/ Valet
- Houseperson
- Night Audit

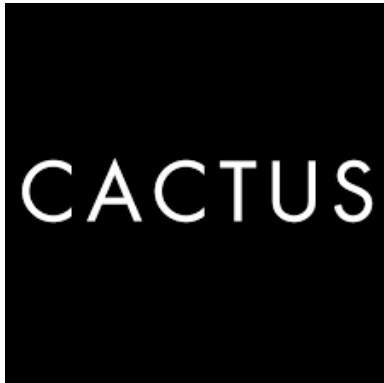


Sodexo Live

Sodexo Live! is the Official Supplier of Food and Beverage Services to the Vancouver Convention Centre. Located on Vancouver's waterfront with a dramatic mountain backdrop, the award-winning Vancouver Convention Centre offers one of the most beautiful settings in the world. As British Columbia's flagship convention centre, the facility hosts more than 500 events and welcomes hundreds of thousands of attendees each year, while generating significant economic activity for the Province.

Current Opportunities

- Barista
- Banquet Server
- Stewarding (Dishwasher)
- Bartender
- Event Labour Attendant
- Kitchen Helpers



Cactus Club

At Cactus Club Cafe, we love what we do, and we love the people we do it with. As one of the most innovative restaurant concepts in Canada, we are continuously celebrated as one of the country's best places to work. We firmly believe in creating a workplace where everyone feels welcome, supported and valued. Today, the restaurant is a national brand, and is experiencing the fastest growth in its history.

Current Opportunities

- Line/Prep Cook
- Dishwasher
- Service Support Roles
- Service & Culinary Management
- HR Systems Specialist



Capilano Group (Capilano Bridge)

The Capilano Group is a North Vancouver based hospitality group, made up of 5 properties. We are always looking for amazing people to join our team!

Current Opportunities

- Retail Sales Associate
- Park Ambassador
- Cafe Team Member
- Banquet Server
- Warehouse Team Member
- Park Guide



Discover Canada Tours

Discover Canada Tours is a leading travel specialist in Western Canada. We are proud to be a trusted, locally-based, family-owned and operated travel company. We take pride in the fact that many of our adventurers travel with us repeatedly or are referrals from our past guests. We are also delighted to have been awarded the TripAdvisor Travelers' Choice Award for several years.

Current Opportunities

- Driver Guides
- Guides



Sheraton Vancouver

The Sheraton Vancouver Wall Centre upholds the highest standards of hospitality in the world-class city of Vancouver. Reflecting the beauty and spirit of the West Coast, the hotel is more than three resplendent glass towers at Vancouver's heart. It depends on an all-important team of hotel professionals dedicated to providing every guest exceptional service. The Westin Wall Centre, Vancouver Airport is dedicated to providing guests with exceptional quality, service, and value. We are proud to be Vancouver built, Vancouver owned, and Vancouver run. Our foundation is exceptional people, and our passion is supporting them to succeed and exceed.

Current Opportunities

- Guest Service Associate
- Room Attendant
- Switchboard
- Bell Associate
- Night Audit
- Server

Britannia Mine Museum

NATIONAL HISTORIC SITE



The Britannia Beach Historical Society operates the Britannia Mine Museum. Its mandate and purpose is to preserve the material and social history of the mining history in Britannia Beach building awareness about mining British Columbia, its' past, present and future. The Museum provides experiential education programs, insightful public engagement and a curated and preserved historic collection. Tour experiences include: Copper Quest - an underground mining experience; BOOM! is a multimedia experience in the iconic Mill Building and The Core Sample Sheds. Self-guided exhibits include: The Lundin Centre, The Machine Shop, The Britannia Story, The Terra Lab and Gold Panning.

Current Opportunities

- Summer Historic Interpreter (4)
- Guest Services Assistant
- Grounds Maintenance Assistant
- Collections Digitization Assistant
- Guest Service Associate

Destination Canada



At Destination Canada we believe in the power of tourism. Our aspiration is to enhance the quality of life of Canadians and enrich the lives of visitors. Our mission is to influence supply and build demand for the benefit of locals, communities and visitors through leading research, building alignment with public and private sectors, and marketing Canada nationally and abroad. In collaboration with our partners, we promote Canada as a premier four-season leisure and business tourism destination around the country and world.

Current Opportunities

- Executive Assistant International Programs & Global Marketing Insights and Analytics



Pinnacle Pursuits

Pinnacle Pursuits: Connect. Adventure. Grow. Since 1997, Pinnacle Pursuits has become B.C.'s premier team building and adventure-based learning company. We are creators of world-class experiential training, action-learning adventures and high impact team-building events that provide opportunities for people to build meaningful connections, challenge themselves, expand their perspectives and activate their potential. Through our custom leadership programs and large-scale team-building events and adventures, our team has engaged, challenged, stretched, and inspired over 300,000 people throughout BC and around the world, including youth organizations, schools and corporate groups. Our experiences consist of one day learning workshops and team-building events, to multi-day overnight adventure camps and retreats; including in-person, hybrid and virtual formats.

Current Opportunities

- Youth Program Manager
- Outdoor Camp Instructor
- Team Building Events Facilitator



Grouse Mountain

Grouse Mountain offers a challenging and enjoyable work environment with a world of career opportunity. Our team is dedicated to Grouse Mountain's renowned excellence and its continued growth as Vancouver's premier mountain resort. In exchange for employee excellence, we offer a professional atmosphere, fantastic growth opportunities, unlimited outdoor recreation (including skiing and snowboarding), an inspiring setting and many unique employee privileges.

Current Opportunities

- Mountain Guide
- Skyride Operator
- Cooks & Dishwashers
- Casual Dining Attendant
- Guest Services Representative
- Camp Leader

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NOTES

This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook or legal stationery. There are no margins, text, or other markings present.