



ATTENDEE GUIDE

HERE & NOW

THIS MOMENT

MARCH 2024

TOURISM HIRING FAIR

WHEN: 10:30 A.M - 2:00 P.M, THURSDAY, MARCH 21, 2024
WHERE: LOWER BIRCH CAFETERIA, CAPILANO UNIVERSITY
NORTH VANCOUVER CAMPUS

WELCOME

Welcome to the Tourism Hiring Fair 2024!

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, BC
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 resume (tailored is preferable). For additional support with your resume, please review the [CDC Resume Guide](#) and/or book an appointment with one of our Career Advisors.
- Business cards
 - You can order free business cards through the CDC:
 - Go to Career Hub at <https://experience.capilanou.ca/> (log in using your student login information)
 - 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 during the fair
- Portfolio to carry your resumes and business cards

Be Prepared

- Research the companies attending the fair and research specific opportunities that may be of interest.
- 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

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.

- 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
- At 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

- 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.

Working at Accent Inns is different than working anywhere else, and we don't just say that. We're a family-owned, BC-based hospitality company that LEADS WITH LOVE and our number one metric as a company is the happiness of our staff, who we call our Fam-Jam 'cause we are like family. We aren't a traditional, boring hotel with slow-moving career advancement that has to follow one, super-structured path. We are deeply committed to your evolution as a leader and provide many opportunities for accelerated development that speak to your own goals.

Current Opportunities (Victoria, Kelowna, Tofino)

- Guest Services
- Housekeeping
- F&B Opportunities – Tofino only
- Co-op Opportunities



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
- Guest Service Specialist, Reservations
- Guest Service Specialist, Port Operations
- Tour Operations Coordinator
- Hop-On, Hop-Off Operations Supervisor



Harbour Air

Launched in 1982, Harbour Air is North America's largest seaplane airline. With around 500 employees, it flies more than half a million passengers annually both within BC and to/from Seattle, USA.

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 honored as the recipient of numerous awards including BC's Top 55 Employers, and Canada's Most Admired Corporate Cultures.

Current Opportunities

- Customer Service Agents
- Dock Operations Crew
- Shuttle Drivers
- Customer Contact Centre
- Aircraft Maintenance Engineer



Discover Canada Tours

Discover Canada Tours is a trusted, locally-based, family-owned and operated travel company. We are passionate, we are experienced, and we are leaders in operating tours throughout Western Canada and the Pacific Northwest. We offers year-round guided sightseeing adventure tours, including both scheduled and custom travel. Under the Discover Canada Tours' name, there is a collection of brands to cater to a wide variety of clientele.

Our organization has been awarded the TripAdvisor Travelers' Choice Award for several years.

Current Opportunities

- Driver/Driver Guides
- Tour Guides



Grouse Mountain

Grouse Mountain Resort is a 4-season attraction. During the summer, guests enjoy hiking, Zip Line Adventures, paragliding, sightseeing, lumberjack shows and more. In winter, we have skiing, snowboarding, snowshoeing, sleigh rides among many other activities. Grouse Mountain also features several different dining venues, from café style at Lupins to casual dining at Altitudes and fine dining as a guest at The Observatory. We also have a refuge for endangered wildlife.

Current Opportunities

- Mountain Crew
- Zipline & Ropes Guides
- F&B Team Members
- Retail Associates
- Guest Services Representative
- Mountain Adventures Educator



Tofino Marina

Set in the heart of town, on the water, Tofino Resort + Marina is a comfortable and capable base camp for all things adventure. We boast Tofino's largest private marina, offering moorage for pleasure crafts and yachts up to 130'. Alongside our Marina, you will find our Marine Adventure Centre which offers bear and whale watching tours, fishing charters, hot spring tours, kayaking, and our iconic remote floating sauna and dock. Guests and team members alike are welcome to use our beautiful gym, Tuff Fit, and get their sweat on while overlooking the stunning harbor. Last but not least, we are ecstatic to welcome Shelter Restaurant to the property! Serving up delicious food and drinks, Shelter is a local favorite for foodies and fishermen alike.

Current Opportunities

- Housekeeper
- Dock Hand
- Guest Services Agent
- Adventures Host



Northern Rockies Lodge Ltd.

We are a hotel/resort located in northeastern B.C. along the shores of jadegreen Muncho Lake in Muncho Lake Provincial Park. Our Hotel/resort is open year-round. The main season is from May to October. We cater to Alaska hwy travellers and Northern Rockies Adventures offers guided tours from Vancouver with our King Air aircraft. Our floatplanes take our guests to unforgettable fly-in fishing trips, nature tours, northern lights, Liard Hotsprings, Nahanni National Park with Virginia Falls, outpost cabins and more. Why work for us Be part of our diverse staff team from all over the world. and explore Muncho Lake Provincial Park located in the heart of British Columbia's largest protected area, the Muskwa-Kechika. Our float-plane operation welcomes fishing & tour guests from around the globe who come to our lodge to experience the best wilderness gateway in Canada's North.

Current Opportunities

- Front Desk Clerk
- Dock Hand
- Light Duty Cleaner
- Server/All Rounder
- Maintenance
- Cook



Marriott 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

- Several hourly front line positions available



SCANDINAVE SPA WHISTLER

Scandinave Spa Whistler

Ecircled by Whistler's old-growth rainforest and rugged Coast Mountain views, root yourself in complete silence and a digital detox while journeying through cycles of hot, cold and relaxation installations spread over 25,000 square feet. Let us defy your expectations of what relaxation looks and feels like with our completely immersive exploration of mind and body.

Current Opportunities

- Spa Experience Agent
- Guest Experience Agent
- Reservation Agent



Capilano Group

Capilano Group comprises of retail, hospitality and tourism-based businesses anchored by Capilano Suspension Bridge Park in North Vancouver, British Columbia. Capilano Group's other properties also include Moraine Lake Lodge, Moraine Lake Trading and Cathedral Mountain Lodge in the Canadian Rockies, Stanley Park Pavilion, Stanley's Bar & Grill and Prospect Point Bar & Grill and Trading Post in Stanley Park, Vancouver.

Current Opportunities

- Café attendant – Prospect Point
- HR Assistant
- Cook – Prospect Point
- Food and Beverage Team Member
- Retail Sales Associate
- Park Ambassador



Destination Vancouver

Destination Vancouver is the non-profit, member-led destination management organization for the spectacular city of Vancouver, BC. Our purpose is to transform our communities and our visitors through the power of travel and to be thoughtful leaders, advocates and ambassadors for our city.

Current Opportunities

- Finance Specialist
- Corporate Communications Manager
- World Cup, Activation Leader
- Visitor Services Specialist



Landsea Tours

Landsea Tours is a premium sightseeing tour bus operator offering day trips around Vancouver, Victoria and Whistler. Guests can sit back, relax and enjoy the ride while we handle all the details. Our services include door-to-door pickup at downtown or airport hotels, luggage handling and terrific commentary from guides with extensive local knowledge. Groups stay small for a more personalized experience - all tours are conducted in a comfortable mini-coach bus. We hire for personality and train our guides to do the rest. Join our team today at vancouverstours.com!

Current Opportunities

- Driver Tour Guide
- Cruise Terminal Representative
- Shuttle Driver
- Reservation Agent
- Clean Team
- Luggage Handler



Sheraton Vancouver

The Sheraton Vancouver Wall Centre and The Westin Wall Centre, Vancouver Airport are dedicated to providing guests with exceptional quality, service, and value. These guiding principles are evident with every check-in, bed made, or breakfast served. You can see this commitment to quality in the physical properties of the hotels themselves; located in the heart of the city and at Vancouver's airport, surveying the magnificent natural elements that combine to make Vancouver one of the most beautiful cities in the world. We are proud to be Vancouver built, Vancouver owned, and Vancouver run.

A wall is only as strong as those that build it. Our associates are brought together by the fundamental sense of self-worth they derive from helping others. While each person's talents are a credit, it is an individual's commitment to the group effort that creates excellence.

Our foundation is exceptional people, and our passion is supporting them to succeed and exceed. More so than experience or education, it is a unanimous enthusiasm that is most highly valued. For those who work hard and consistently display positive attitude and aptitude, the opportunities for growth are endless.

Current Opportunities

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



Westin Resort and Spa Whistler

At Westin Resort and Spa Whistler, everything we do is designed to help our guests be at their best, and they appreciate our supportive attitude, anticipatory service, and extensive knowledge on how to assist them throughout their stay. We are looking for dynamic people who are excited to join our team of hospitality professionals. Are you ready to jump into any situation and give a helping hand? If you're someone who is positive, adaptable and intuitive, with a genuine interest in the well-being of others around you, we invite you to discover how you can thrive at Westin.

Current Opportunities

- Cook 1 – Culinary
- Uniform Room Attendant – Housekeeping
- Service Express Agent - Service express
- Maintenance Technician – Engineering
- Demi Chef De Partie – Culinary
- Room Attendant - Housekeeping



Fairmont Hotel

Fairmont Hotel Vancouver, known as the 'Castle in the City', with its chateau-style green-clad copper roof and gargoyles is an architectural landmark in the heart of Downtown Vancouver that captures the hearts and imaginations of all who visit. A registered heritage property operating since 1939, the hotel symbolizes grandeur and timeless elegance. In spring 2019, Fairmont Hotel Vancouver completed a \$75M, five-year multiphase revitalization project. With its prestigious address on Georgia Street, this castle is surrounded by a diverse arts community of galleries and theatres, a thriving shopping district, exhilarating nightlife and world class cuisine. Join our team and welcome our guests to extraordinary experiences at their home away from home.

Current Opportunities

- Front Office Roles
- Food and Beverage Roles
- Management Roles



Canadian Tour Guide Association of British Columbia

We are a professional development, training and networking association for people working as Tour Guides, or those interested in British Columbia and abroad.

Current Opportunities

- New Guides ready to join
- Existing Guides ready to join



LandSea Camp Services

At LandSea, we blend our depth of skills with experience, resourcefulness, and the gumption to balance creativity with practical problem solving to make livable spaces in the most remote areas in Western Canada. The result is practical, value-based comfort and livability that elevate all standards of health, safety, and expectation.

Our flexible capabilities and our ability to design, supply, install, and operate both land-based modular and floating workforce camps, have earned LandSea the reputation as the most versatile workforce accommodation and catering provider across Western Canada – trusted by industry leaders in the oil and gas, mining, renewable energy, logging, and construction sectors.

Current Opportunities

- Guest Reception Clerks
- Cleaners
- General Helpers
- Housekeepers
- Janitors
- Maintenance
- Security
- Chefs
- Cooks
- Bakers
- Lodge Managers
- Health and Safety Officers



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Current Opportunities

- Group Tours Sales Specialist (GTA Territory)
- Travel Advisor
- Group Tour Planner
- Home-based Agent
- Junior Travel Advisor



Sky Helicopters

SKY Helicopters is Vancouver's premier Heli-Tour company. Experience the true Canadiana adventure in BC's Coastal Mountains. Our SKY Hangar is located just minutes from some of the most pristine backcountry in the world. From romantic champagne flights to numerous sightseeing tours, including our famous backcountry beer tasting tour which lands at the best patio in town! It truly is "Your SKY, Your Adventure". Ranked as one of the Top 10 Aerial Adventures in the World by Forbes Travel Magazine! SKY Helicopters delivers world-class service, meticulously maintained aircraft, complimentary hotel pickups and an experience of a lifetime.

Current Opportunities

- Guest Services
- Shuttle Driver Guide

This image shows a full page of 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.

This image shows a full page of white paper with horizontal grey ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for writing or drawing. There are no margins, text, or other markings on the page.