

BC Labour Market Report

Labour Market
Profile: Hotel Manager

Next Issue

Welder

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**BC Labour Market
Report**P.O. Box 18148,
1215C 56th Street
Delta, BC V4L 2M4**Tel:** 604-288-2424**E-mail:** bclmr@telus.net

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By Christian Saint Cyr
Publisher | BC Labour Market Report

British Columbia is coming off one of its best years for tourism and there couldn't be a better time for people to be considering a career in accommodation management.

While we've titled this issue '*Hotel Manager*', the broader category of accommodation management and supervision includes a wealth of roles including catering, event planning, marketing, property management, sales, housekeeping, front-of-house operations and general management.

Accommodation management is unique in that it provides multiple access points where workers can enter into accounting, sales or front-desk operations and work their way up the ladder to senior positions in significant hotel properties.

And while there are a wide range of roles, there is an equally varied range of accommodation venues workers can find themselves working in. In examining job postings for this issue, we found jobs from small regional motels to some of British

Columbia's largest hotels and entertainment complexes. British Columbia has an extremely diversified tourism sector, where someone can pursue a role in a small tourism community such as Sun Peaks and transfer that experience and those skills to a larger community with a greater number of tourism roles.

Tourism is a sector that lends itself to younger workers and yet hotel managers are typically younger or older. In the coming decade it's estimated that 64% of new jobs will be created as workers retire with another 36% of new jobs being created to keep up with economic and tourism growth.

One significant facet of the sector we noticed was that hotel employers prefer to define the skills, qualifications and experience they prefer to see in job candidates. Many of the postings we examined were lengthy and yet made no reference to experience, salary and the specific training they were looking for.

In many cases employers included long job descriptions, specifying what is expected of their new employees. This suggests that employers don't want to take candidates off the table and would instead prefer to hire people who are capable of the roles, leaving negotiations about salary until after a job offer has been made.

Hotel management provides a lucrative career for workers at a young age. Managers in the 20s and 30s can be responsible for multi-million dollar enterprises. Nevertheless, the evidence would suggest these roles are extremely hard work, with a dedication to excellence and a very optimistic outlook. □

Job Description

Hotel Managers

General Managers:

The general manager is the most senior executive of a tourism business; although, they might report to the owner or executive of the establishment. A general manager is responsible for operational, marketing, human resources and other business planning. They develop the budget for each department, approve expenses and establish the standards of service. The general manager also has responsibility for departmental meetings, supplier relations and overall maintenance of the establishment.



Responsibilities:

- Plans and directs the operations and departments
- Establishes the financial and service standards of the organization
- Prepares budgets
- Monitors expenses
- Schedules/supervises staff

Knowledge, Skills and Abilities:

- A college diploma or university degree in business management or a related field
- Several years of experience is required; this experience may replace the requirement of some formal education
- Leadership skills
- Entrepreneurship skills
- Communication skills
- Financial planning and budgeting experience is an asset
- Business management skills is an asset
- Time management skills

Possible Future Career Path:

- Executive
- Owner/Operator

- Based on information provided by go2

Personality and Work Values

Personally, I feel that no matter how skilled an individual is or how much natural aptitude they have for their work, if the work itself is not in harmony with their personality, temperament and values, it's a recipe for workplace misery. As such, we've attempted to glean some information about the ideal temperament and values often associated with hotel managers.

While this is only a template and people can be successful in occupations with a wide range of personalities and values systems, the question is really an individual one. If you read below that being a hotel manager is going to create a number of key 'sticking points' for you, possibly forcing you to undertake a number of activities on a daily basis with which you are uncomfortable, to simply ask the question, "is this the best choice for me?"

In compiling this information we've gathered temperament analysis from the Myers-Briggs Type Indicator® (MBTI) (www.myersbriggs.org) and the Holland Code Career Model (www.hollandcodes.com). We also gathered information about typical work values from the Occupational Information Network, (www.online.onetcenter.org). You can locate more information on these three systems using the referenced websites.

MBTI: ESFJ (Facilitator / Caretaker)

"Warmhearted, conscientious, and cooperative. Want harmony in their environment, work with determination to establish it. Like to work with others to complete tasks accurately and on time. Loyal, follow through even in small matters. Notice what others need in their day-by-day lives and try to provide it. Want to be appreciated for who they are and for what they contribute."

- Isabel Briggs Myers

While we've found supporting material that suggests that ESFJ is a common personality type that does well as a hotel manager, for many occupations there are multiple personality types that might be suitable. This is just the most common type associated with this occupation. This said, if someone is the exact opposite, such as INTP, someone might want to question the satisfaction they might get from the work.

Hotel Manager Holland Code: SRC (*Enterprising, Conventional, Social*)

Enterprising — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

Conventional — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.

Social — Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.

Hotel Manager Work Values

Relationships — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.

Independence — Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.

Achievement — Occupations that satisfy this work value are results oriented and allow employees to use their strongest abilities, giving them a feeling of accomplishment. Corresponding needs are Ability, Utilization and Achievement.

Outlook for Accommodation and Food Service



Tourism, and with it the 'Accommodation and Food Service Sector', struggled throughout much of the first part of the 21st century. A high Canadian dollar, coupled with international tensions depressed tourism growth throughout this period whereby the sector did not shrink but it didn't match any of the strong growth

it enjoyed in the 1990s.

Today, with a lower Canadian dollar, tourism is enjoying renewed interest in British Columbia. We're continuing to see growth in most international travelers coupled with increasingly strong numbers of visitors from the United States.

Tourism continues to be strong in travel areas such as Vancouver, Vancouver Island, Whistler, the Okanagan and parts of the Kootenay.

While some areas of hospitality enjoy stronger male participation, the majority of workers in this sector are women with nearly two workers for every male. It is also a young occupation with nearly half of all workers being under the age of 25. This is beneficial considering the seasonal and entry level opportunities presented to many young people in the sector.

Accommodation and Food Service — Sector	Growth Rate for all Ind.	ACC&FS Growth Rate	Percent of Econ 2015
Lower Mainland	1.8%	2.3%	7.5%
Fraser Valley	2.4%	3.7%	6.6%
Greater Victoria	1.5%	2.2%	7.3%
Central Vancouver Island	2.0%	2.4%	7.3%
Northern Vancouver Island	1.3%	1.7%	8.1%
East Kootenay	2.1%	0.9%	8.7%
West Kootenay	1.3%	1.3%	7.1%
Okanagan	1.3%	2.2%	7.5%
Kamloops / Thompson Region	1.0%	2.7%	8.0%
Prince George / Cariboo Region	1.6%	5.4%	7.3%
Peace River / Northern B.C.	2.7%	6.3%	6.0%
Northwest BC / Haida Gwaii	4.7%	6.2%	5.7%

Acc. Food Service Sector	ACC&FS	All Ind
Gender Distribution		
Males	39.0%	52.0%
Females	61.0%	48.0%
Age Distribution		
Less than 25	42.0%	15.0%
Older than 55	20.0%	18.0%
Employment		
Full-time	59.3%	77.4%
Part-time	40.7%	22.6%
Income		
Men	\$15.21	\$25.23
Women	\$13.50	\$21.14
Youth, 15-24	\$11.91	\$13.45
Work Environment		
Less than 20 Employees	31.6%	38.8%
Private Sector	89.9%	62.8%
Unionization	25.8%	30.9%

Long Term Forecast

Projected Future Growth	
10 Year Workforce Growth	34,600
Forecasted Annual Growth	1.1%

Outlook for Hotel Managers



British Columbia currently employs more than 6,000 hotel and other accommodation managers with the largest concentrations in Metro Vancouver and Greater Victoria. Growth is expected to be strong for managers throughout BC with particularly strong growth occurring in Northern B.C. and the Fraser Valley.

Hotel managers maintain one of the best male/female balances of any profession

in the province with women making up just over half of all workers.

The vast majority of managers in accommodation are in the heart of their working career. Just 4% are between 15 and 24 with only 6% over the age of 65. The remaining 90% are therefore between the ages of 25 and 64; with a the largest portion being over the age of 45.

With a slightly older workforce, there will be significant numbers of new opportunities for hotel managers in the coming decade. It is estimated two-thirds (64%) of new jobs will come from retirements with the remaining third (36%) coming from economic expansion.

Hotel Managers	Hotel Mgrs.	All Occ
Gender Distribution		
Males	49%	52.70%
Females	51%	47.30%
Age Distribution		
15 - 24 years	4%	14.10%
25 - 44 years	40%	45.10%
45 - 64 years	50%	38.80%
65 years and over	6%	2.00%
Employment		
Full-time	56%	79.20%
Part-time	44%	20.80%
Income		
Average income	\$42,108	n/a
Low Wage	\$14.42/hr	n/a
Medium Wage	\$20.19/hr	n/a
High Wage	\$48.08/hr	n/a
Future Job Seekers		
School Leavers	21%	n/a
Immigrants	7%	n/a
Other	72%	n/a
Projected Job Seekers	100%	n/a

Hotel Managers	Growth Rate for all Occ.	No. in 2015	Growth Per Year
Lower Mainland	1.8%	1,880	2.2%
Fraser Valley	2.4%	540	3.5%
Greater Victoria	1.5%	680	1.9%
Central Vancouver Island	2.0%	510	2.3%
Northern Vancouver Island	1.3%	330	1.7%
East Kootenay	2.1%	190	1.0%
West Kootenay	1.3%	150	21%
Okanagan	1.3%	820	2.1%
Kamloops / Thompson Region	1.0%	400	2.5%
Prince George / Cariboo Region	1.6%	290	4.8%
Peace River / Northern B.C.	2.7%	150	5.5%
Northwest BC / Haida Gwaii	4.7%	120	5.2%
Total	1.8%	6,060	2.0%

Just the Stats



Hotel Managers

National Occupational Classification (NOC) Code: 0632

Occupational Titles:

Director, hotel / rooms division; innkeeper / country inn operator; keeper, rooming house / boarding house; manager, bed and breakfast; manager, bed and breakfast manager, boarding house / lodging house; manager, camp / recreational campground; manager, inn / hotel / motel / resort; manager, reservations / guest services; manager, student residence; operator, B&B / hotel; and operator, camp / campground.

Estimated BC Workforce of Hotel Managers in 2015: 6,060

Occupational Growth Rate Over Five Years: 2.0%

Percentage Working Full-Time / Full-Year: 56%

Percentage That Are Women: 51%

Work Environments: Work generally takes place in an indoor environment such as a hotel or a guest-house.

Minimum Education: A university degree or college diploma in hotel management or other related discipline is usually required for managers employed by hotel chains or large accommodation establishments. Several years of experience within the accommodation industry are usually required and may substitute for formal educational requirements.

Education / Certification Options



The *'Orange Book of Success, A Freshly Squeezed Career Planning Guide for BC Tourism & Hospitality Students'*, has conducted a comprehensive survey of past tourism management students and employers. The following questions have been addressed in the guide:

How much significance do employers place on industry-specific credentials?

A number of employers in our study stressed that having an industry-specific education is important. One stated, "I think it's an incredible strength to have a formal education (related to the industry), now more than ever. The present generation is full of people who want to move up quickly, but don't have the maturity, professionalism or industry know-how to really do well in a lead role, whereas people who have been

through college or university have learned that and what is essential to our business."

Appreciation for tourism credentials is not yet found everywhere, but this appears to be changing. It was noted several times that employers would give preference to an applicant with a tourism credential over an applicant with a non-related credential. When asked to comment on the strengths of graduates, industry leaders stated they are usually keen and willing to learn, they come with a well-rounded view and understanding of the industry and they are often passionate, engaged, interested and committed to the industry. One employer stated, "Graduates bring freshness to the field".

What are the benefits of earning these credentials?

Graduates themselves stated their credential was either very or somewhat important in helping them obtain a job in the industry. Some noted that industry recognition of specific credentials is increasing because "...as roles get more

challenging and more specific to the needs of the organization, a relevant education is understood to provide more of a benefit.”

The majority “*strongly agreed*” that the benefits of their time at school included:

- Personal and professional development
- Increased career options
- Increased confidence in a real work setting

One stated: “*It was not until my studies that my eyes were opened to other tourism career opportunities such as contract work with destination marketing organizations or consulting roles at government development agencies. Now I can see the application of tourism is broader in scope than it first appeared.*”

Most graduates agreed that tourism credentials can help accelerate career advancement. One stated that “seeing how far I have gone in my career since graduating makes me appreciate the role my education has played in getting me here.”

Education and Training — Public Training Institutions

There are a broad range of schools that provide tourism management training programs in British Columbia. The organization 'Study Tourism & Hospitality in British Columbia Canada', (www.studytourismnbc.com) has developed partnerships with BC's public schools to list and provides details on the various programs. Below is a list of these programs, classified by credential type.

Diploma in Tourism Management

At the diploma level, core topics include: Accounting, Business Communications, Computer Applications, Cross-Cultural Tourism, Entrepreneurship, Environmental Stewardship, HR Management, Marketing, Organizational Leadership, and Risk Management & Legal Liability in Tourism. Students must also complete an Internship, Coop, or Practicum. Specialty topics can range from Conference & Event Management, to Economics, to Facility (ski/golf) Management.

The Diploma in Tourism Management is offered at the following colleges and universities:

- British Columbia Institute of Technology, Burnaby
- Camosun College, Victoria (Business Admin option)
- Capilano University, North Vancouver
- College of the Rockies, Cranbrook
- Native Education College, Vancouver
- North Island College, Campbell River
- Selkirk College, Nelson
- Thompson Rivers University, Kamloops
- Vancouver Island University, Nanaimo
- Yukon College, Whitehorse (Yukon Territory)

Bachelor, Tourism Management Degree: University Degrees

At the degree level, students explore additional themes such as Advanced Research Methods, Consumer Behaviour, Leadership, Policy and Planning, and Outdoor Recreation/Resource Management.

The following institutions offer the Bachelor of Tourism Management Degree Program:

- Capilano University
- Thompson Rivers University
- Vancouver Island University

Bachelors Programs in Outdoor Recreation and Tourism Management (ORTM)

The University of Northern British Columbia's ORTM program offers two related academic degrees and an associated minor. Students with an interest in the planning and management of outdoor recreation and conservation areas can take a Bachelor of Science in Natural Resources Management with a Major in Outdoor Recreation and Conservation. Students whose interests are more focused on nature-based tourism, tourism marketing, or indigenous and cultural tourism can take a Bachelor of Arts in NatureBased Tourism.

Graduate-Level Programs

At the post-graduate certificate and masters degree level, students can build on their credentials and industry experience in a range of specialty areas including graduate certificates in:

- Tourism Leadership
- Sustainable Tourism
- Destination Development

The above programs ladder together to form the Master of Arts in Tourism Management, available at Royal Roads University.

At Simon Fraser University, a Masters of Resource Management program builds on undergraduate education or experience in fields such as biology, engineering, chemistry, forestry and geology, as well as business administration, economics, geography, planning and a variety of social sciences.

Education and Training — Private Training Institutions

In addition to the public schools, there are dozens of private training institutions providing hospitality management training. The most important consideration when evaluating any of these programs is to gauge how the program is respected by tourism employers. For more information on private schools visit:

Job Opportunity Details

In preparing this report, we examined 10 accommodation management job postings to better understand hotel management positions. These postings included:



- **Best Western Sicamous Inn** - Sicamous, BC
- **Coast Tsawwassen Inn** - Delta, BC
- **Delta Burnaby Hotel & Conference Centre** - Burnaby, BC
- **Executive Hotels & Resorts** - Vancouver, BC
- **Holiday Inn Express Hotel & Suites Langley** - Langley, BC
- **Hilton Vancouver Airport** - Richmond, BC
- **Intrawest** - Banff, AB
- **Pinnacle International** - Vancouver, BC
- **Sun Peaks Grand Hotel & Conference Centre** - Sun Peaks, BC
- **Super 8 Fort Nelson** - Fort Nelson, BC

Job postings for management and supervisory positions in accommodation are very unique. They are often very detailed and yet they rarely specify important issues such as salary and the required experience. Employers have a very clear understanding of what they want but choose to keep the door open to get the widest pool of candidates.

While this report is about Hotel Managers; we found job postings for Conference Services Manager; Night Manager; National Sales Manager, Tour & Travel; Director of Sales/ Hotel Manager; Catering Sales Manager; Executive Assistant / Sales Coordinator; Director of Lodging; Hotel Development & Marketing Manager; and just one posting for 'Hotel Manager'. It is a sector with a wide range of roles and potential opportunities for the right candidates.

Employers which specified experience, were typically looking for two to five years of experience with an additional two plus years of experience in management. Almost all of the positions were for full-time work and several positions specified a preference for an applicant with a college/university diploma from a recognized hospitality program.

Job Posting Example

Posting for a **Hotel Manager**
with **Delta Hotels Burnaby Conference Centre**

Qualifications:

- You are a dynamic, enthusiastic, assertive career minded individual who is eager to head up the direction of our Hotel or Casino Operation.
- Previous Director of Operations experience preferred.
- Post secondary education specializing in Hospitality Management an asset or equivalent experience
- Proven financial management skills.
- Strong People management skills, maintaining a quality team which is motivated and mutually supportive of each other.
- Ability to motivate developing leaders to act as entrepreneurs while implementing innovative, profit driven, guest satisfaction oriented solutions
- Excellent interpersonal skills including team building and organizational skills
- Thorough knowledge and proven budgeting, forecasting and financial administration skills are essential
- Ability to manage multiple projects
- Ability to implement and maintain very high consistent key standards as per Delta Hotels policies and procedures
- Proven record to coordinate multiple departments to make gains towards targeted GSS, GOP, ES and Health & Wellness results
- Team player
- Excellent computer skills (Microsoft Office, Opera, Micros)
- Good analytical and problem solving skills
- To continue to drive new guest service initiatives that enhances the guest experience in conjunction with rate growth.
- To identify and budget for all capital improvements within the hotel

Labour Market Research Links

There are a number of British Columbia-specific organizations and websites that can assist individuals in finding more information about hotel managers and the tourism sector, possibly assisting them in finding employment. We've divided a list of these resources into the following categories:

- Professional Organizations / Licensing Bodies / Unions
- Education Links
- Employment
- Labour Market Information / Networking

Each website contains valuable information about potential employers, sources of education and training, industry information and opportunities for networking. We've tested each link to ensure they are accurate and up-to-date.

Professional Organizations / Licensing Bodies / Unions:

BC Bed & Breakfast Innkeepers Guild
www.bcsbestbnbs.com

BC Wilderness Tourism Association
www.wilderness-tourism.bc.ca

BC & Yukon Hotels' Association
www.bcyha.com

British Columbia Hotel Association
www.bchotelassociation.com

British Columbia Lodging and Campgrounds Association
www.lodging.bc.ca

go2
www.go2hr.ca

Hotel Association of Canada
www.hotelassociation.ca

Tourism Industry Association of Canada
www.tiac-aitc.ca

Education Links:

Education Planner
www.educationplanner.bc.ca

Private Training Institutions Branch
www.privatetraininginstitutions.gov.bc.ca

Professional Certification
www.emerit.ca

Study Tourism & Hospitality in British Columbia
www.studytourisminbc.com

WorldHost Training Services (Formerly SuperHost)
www.gov.bc.ca/tca/

Employment:

365jobs.ca - Seasonal Employee Exchange Program
www.365jobs.ca

Chemistry Consulting
www.chemistryconsulting.ca

EightSix Network
<https://www.86network.com/>

go2 Job Board
www.go2hr.ca/jobboard.aspx

Jobs Canadian Rockies.com
www.jobscanadianrockies.com

Working in Whistler
www.whistlerchamber.com/membership/employment-resources/working-in-whistler/

Whistler Chamber Job Board
http://whistlerchamber.chambermaster.com/jobs

Labour Market Information / Networking:

Aboriginal Tourism British Columbia
www.aboriginalbc.com

Canadian Tourism Human Resource Council

www.cthrc.ca

Choose Tourism

www.choosetourism.ca

Destination BC

www.hellobc.com

Discover Tourism

<http://discovertourism.ca>

go2

www.go2hr.ca

H-Careers

www.hcareers.ca

Orange Book of Success, Career Planning Guide for BC

Tourism & Hospitality Students

<http://solr.bccampus.ca:8001/bcc/file/f6e56ec4-cf92-4e81-8053-fbd9d5e7a793/1/OrangeBookforStudents2014.pdf>

Skål International (SKAL) Vancouver Club

www.vancouverskal.org

Tourism Industry Association of Canada

www.tiac-aitc.ca

Tourism Vancouver

www.tourismvancouver.com

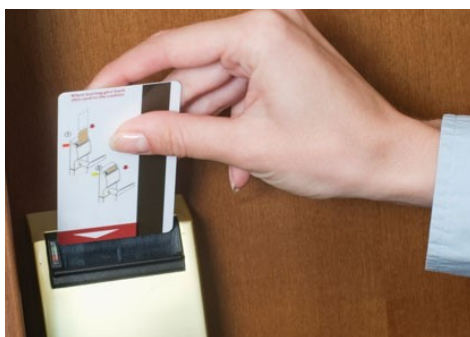
Tourism Victoria

www.tourismvictoria.com

Tourism Whistler

www.whistler.com

Labour Market News



Below are five industry articles that have been published providing labour market information about hotel managers and the tourism sector.

For each article we've included an excerpt. This is only a sample of what the original article contained. If you wish to read the article in its entirety, we would suggest you contact your local library or employment service provider. In many cases you will be able to find the article simply by doing a Google search, utilizing the title of the article in quotation marks.

Tourism in B.C. continues to grow

Capital News

Kelowna, BC

Feb. 24, 2017

Title: Tourism in B.C. continues to grow

Excerpt: Annual international visitor arrival statistics show that in 2016 B.C. saw a total of 5,532,065 million visitors, which is an increase of 605,198 visitors compared to 2015.

-- The "Value of Tourism in British Columbia: A Snapshot of 2015" shows tourism generated \$15.7 billion in tourism revenues for 2015, a 5.3 per cent increase over 2014, proving the sector is a major economic driver for the province. The study was produced by BC Stats for Destination BC. -- B.C. saw annual international visitor increases from a number of jurisdictions in 2016, including: United States - up 10.9 per cent; China - up 18.2 per cent; Mexico - up 33.4 per cent; Australia - up 21.1 per cent; South Korea - up 14.5 per cent; United Kingdom - up 17.3 per cent; and India - up 9.9 per cent.

Times Colonist

Victoria, BC

August 29, 2016

Title: Empress hotel, union square off over hours, working conditions

Excerpt: Nearly 500 staff at the Fairmont Empress hotel are set to strike Thursday over what they say is growing frustration with working conditions related to the recent renovation of the hotel. "Our housekeepers are just breaking down. Some have worked 60 days without a day off," said union representative Stu Shields. Other issues include management doing union staff work. -- "You've got managers walking around [the restaurant] clearing tables and pouring coffee. Quit trying to do our work," he said. -- The century-old hotel has had only one staff strike. In 1999, 400

union staff went on strike for 11 days over wage disputes.

Business in Vancouver

Vancouver, BC

May 4, 2016

Title: **Nearly 10,000 people apply to work at Vancouver Trump hotel**

Excerpt: Nearly 10,000 people have submitted applications using an online process that takes about half an hour, hotel general manager Philipp Posch told Business in Vancouver. -- A mix of software and a human resources team of between five and 10 people then whittled down the list of potential employees to about 900 people, who have been invited to a career fair set for mid-May, he said. -- "We've so far sent out about 900 invitations to the job fair and we're aiming at getting about 1,200 people over three days to interview them and to pick about 250 to 300 people [to hire]," Posch said.

CKNW News Talk 980

Vancouver, BC

April 5, 2016

Title: **Finding a job in B.C.'s hottest sectors**

Excerpt: Tourism, accommodation and food -- B.C. is famous for its tourism sector, and Arlene Kies, CEO of go 2 HR says now is the right time to be looking if you want to find this kind of work. -- "Right now is actually a very good time to be talking about jobs in tourism because a lot of employers are ramping up right now. And you mentioned accommodation and food services, those are two big sectors, but there's also another huge big sector and that's the outdoor recreation sector."

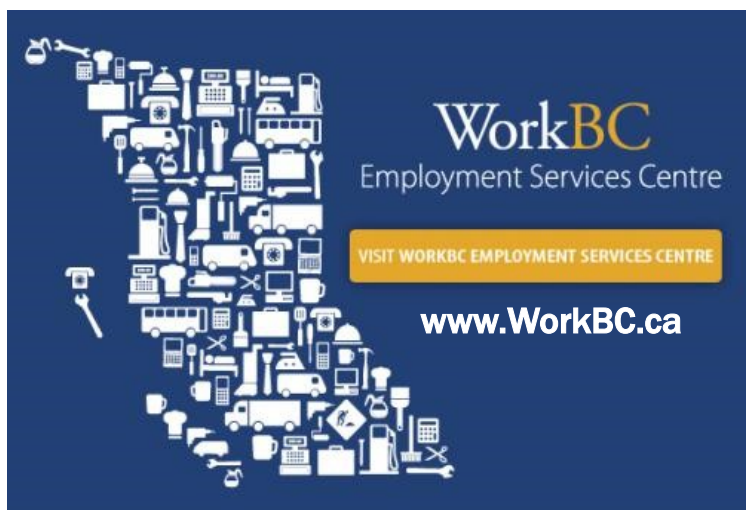
Business in Vancouver

Vancouver, BC

January 25, 2016

Title: **Separate trends drive hotel manager mergers, hotel real estate acquisitions**

Excerpt: Recent hotel acquisitions reveal two trends: hotel management company consolidation and targeted real estate buys by businesses that own niche hotels. -- Marriott International Inc. CEO Arne Sorenson explained during a January 11 visit to Vancouver that the first of the trends is driven largely by a desire for a bigger bang for the buck when it comes to technology spending. -- His hotel management company (Nasdaq:MAR) announced in November that it plans to buy Starwood Hotels & Resorts Worldwide Inc. (NYSE:HOT) for US\$12.2 billion in a deal that still needs shareholder and regulatory approval. -- That followed Marriott buying Delta Hotels and Resorts from British Columbia Investment Management Corp. for \$168 million earlier last year.



WorkBC Employment Service Centres

Accessing the hidden job market requires professional assistance and a change that occurred in 2012 can assist job seekers with this. Previously, BC had a patch-work quilt of employment services to assist job seekers. On April 2, 2012 that quilt was replaced by an integrated collection of employment service centres province-wide. According to government officials, WorkBC Employment Services Centres are designed to support British Columbians in getting a job – as quickly as possible – and keeping it.

Each WorkBC Employment Services Centre works to ensure that everyone – including immigrants, youth, Aboriginal peoples, Francophones, persons with disabilities and people living in rural and remote areas – has access to the same supports and services no

matter where they live in the province, so they can get back to work quickly.

WorkBC Employment Services Centres' integrated services and supports include: job search resources; personal employment planning; workshops and training; and specialized services. Below is a list of all of the BC Employment Service Centres. For more information please visit: www.workbc.ca.

Metro Vancouver Employment Service Centres

Agassiz: Fraser Valley Employment and Support Services Co-op.

Tel: 604-796-0266 Fax: 604-796-0267 Email: intake@shawlink.ca

7086 Pioneer Avenue, Agassiz, BC V0M 1A1

Website: www.FVESSC.com

Abbotsford: Abbotsford Community Services Society

Tel: 604-859-4500 Fax: 604-855-5195 Email: garrison.duke@abbotsfordcommunityservices.com

103 - 33255 South Fraser Way, Abbotsford, BC V2S 2B2

Website: www.abbotsfordcommunityservices.com

Burnaby: GT Hiring Solutions

Tel: 604 430-5627 Fax: 604 434-5648 Email: v.arrieta@gthiringsolutions.ca

1 - 4710 Kingsway, Burnaby, BC V5H 4J5

Website: www.gthiringsolutions.ca

Burnaby: GT Hiring Solutions

Tel: 604 451-4593 Fax: 604 451-4596 Email: b.pinto@gthiringsolutions.ca

601 - 1901 Rosser Avenue, Burnaby, BC V5C 6R6

Website: www.gthiringsolutions.ca

Burnaby: GT Hiring Solutions

Tel: 604-636-1124 Fax: 604-636-0104 Email: info@gthiringsolutions.ca

726 - 4710 Kingsway, Burnaby, BC V5H 4M2

Website: www.gthiringsolutions.ca

Chilliwack: GT Hiring Solutions

Tel: 604 795-9675 Fax: 604 795-9648 Email: info@gthiringsolutions.ca

46151 Yale Road, Chilliwack, BC V2P 2P2

Website: www.gthiringsolutions.ca

Chilliwack: GT Hiring Solutions

Tel: 604 792-4267 Fax: 604 795-9649 Email: m.sorensen@gthiringsolutions.ca

101 - 5658 Vedder Road, Chilliwack, BC V2R 3M9

Website: www.gthiringsolutions.ca

Coquitlam: Back in Motion Rehab Inc.

Tel: 604-939-3011 Fax: 778-730-0165 Email: aviacoquitlam@aviaemployment.ca

#202 - 405 North Road, Coquitlam, BC V3K 3V9

Website: www.letsgetbctowork.ca

Coquitlam: Back in Motion Rehab Inc.

Tel: 778-730-0174 Fax: 778-374-0369 Email: aviacoquitlam@aviaemployment.ca

#221 - 3030 Lincoln Avenue, Coquitlam, BC V3B 6B4

Website: www.letsgetbctowork.ca

Delta: Boys and Girls Club of South Coast BC

Tel: 604 591-9116 Fax: 604 591-8971 Email: info@escdelta.ca

3rd Floor 11861 88 Avenue, Delta, BC V4C 3C6

Website: www.bgccs.bc.ca

Maple Ridge: Douglas College

Tel: 604 466-4600 Fax: 604-466-4620 Email: info@workbcmapleridge.ca

#170 - 22470 Dewdney Trunk Road, Maple Ridge, BC V2X 5Z6

Website: www.workbcmapleridge.ca

Maple Ridge: Douglas College

Tel: 604-466-8812 Fax: 604-467-8572 Email: info@workbcmapleridge.ca

#1 - 11435 201A Street, Maple Ridge, BC V2X 0Y3

Website: www.workbcmapleridge.ca

Mission: Fraser Valley Employment and Support Services Co-op.

Tel: 604-826-0626 Fax: 604-826-0697 Email: manager@missioncsc.org

209-33123 1st Avenue, Mission, BC V2V 1G5

Website: www.FVESSC.com

Hope: Fraser Valley Employment and Support Services Co-op.

Tel: 604 869-2279 Fax: 604 869-8208 Email: info@freereinassociates.ca

895 Third Avenue, Hope, BC V0X 1L4

Website: www.FVESSC.com

Langley: Back in Motion Rehab Inc.

Tel: 778-726-0288 Fax: 778-726-0291 Email: avialangley@aviaemployment.ca

101 & 102 - 20316 56th Avenue, Langley, BC V3A 3Y7

Website: www.letsgetbctowork.ca

Port Coquitlam: Back in Motion Rehab Inc.

Tel: 778-730-0174 Fax: 778-730-0168 Email: aviaportcoquitlam@aviaemployment.ca

#206/208 - 2540 Shaughnessy Street, Port Coquitlam, BC V3C 3G2

Website: www.letsgetbctowork.ca

Port Moody: Training Innovations Inc.

Tel: 604-917-0286 Fax: 604-917-0287 Email: info@portmoodyesc.com

601 - 130 Brew Street, Port Moody, BC V3H 0E3

Website: www.portmoodyesc.com

New Westminster: Fraser Works Co-operative	519 Seventh Street, New Westminster, BC V3M 6A7
Tel: 604 522-9701 Fax: 604 522-4792 Email: reception@fraserworks.ca	Website: www.fraserworks.ca
North Vancouver: Young Women's Christian Association	310-260 West Esplanade, North Vancouver, BC V7M 3G7
Tel: 604-988-3766 Fax: 604-988-7153 Email: eamisano@ywcavan.org	Website: www.ywcajobseeker.org
Richmond: Back in Motion Rehab Inc.	#290 – 3631 No 3 Road, Richmond, BC V6X 2B9
Tel: 778-732-0285 Fax: 778-732-0281 Email: aviarichmond@aviaemployment.ca	Website: www.letsgetbctowork.ca
Sechelt: Open Door Social Services Society	5600 Sunshine Coast Hwy., Sechelt, BC V0N 3A0
1-866-377-3670 Fax: TBA Email: info@opendoorgroup.org	Website: www.opendoorgroup.org
Squamish: Training Innovations	302 - 3789 Cleveland Avenue, Squamish, BC
Tel: 604-815-4550 Fax: 604-815-4510 Email: info@squamishesc.com	Website: www.squamishesc.com
Surrey Fleetwood/ Guildford: Pacific Community Resources Society	Suite 202 - 10334 152A Street, Surrey, BC V3R 7P8
Tel: 604-580-9740 Fax: 604-580-9732 Email: info@surreyfleetwoodguildfordesc.ca	Website: www.surreyfleetwoodguildfordesc.ca
Surrey Cloverdale: Sources Community Resources Society	Suite 101, 5783 – 176A Street, Surrey, BC V3S 6S6
Tel: 604-576-3118 Fax: 604-576-3119 Email: percinfo@sourcesbc.ca	Website: www.sourcesbc.ca
Surrey Newton: Back in Motion Rehab Inc.	#240 – 7525 King George Boulevard, Surrey, BC V3W 5A8
Tel: 778-578-4272 Fax: 778-593-0226 Email: avianewton@aviaemployment.ca	Website: www.letsgetbctowork.ca
South Surrey: Sources Community Resources Society	882 Maple Street, White Rock, BC V4B 4M2
Tel: 604-531-6226 Fax: 604-531-2316	Website: www.sourcesbc.ca
Surrey Whalley: Options Community Services Society	13655 104th Avenue, Surrey, BC V3T 4M4
Tel: 604 584-0003 Fax: 604 584-0002 Email: info@whalleyesc.ca	Website: www.options.bc.ca
Vancouver South: Young Women's Christian Association	Ground Floor 7575 Cambie Street, Vancouver, BC V6P 3H6
Tel: 604-263-5005 Fax: 604-263-5900 Email: erc@ywcavan.org	Website: www.ywcajobseeker.org
Vancouver Midtown: Pacific Community Resources Society	110 – 112 East 3rd Avenue, Vancouver, BC V5T 1C8
Tel: 604-829-2300 Fax: 604-829-0900 Email: info@vancouvermidtownesc.ca	Website: www.pcrs.ca
Vancouver Westside: Young Women's Christian Association	300/301 2150 West Broadway, Vancouver, BC V6K 4L9
Tel: 604-688-4666 Fax: 604-688-3774 Email: TBD	Website: www.ywcajobseeker.org
Vancouver Northeast: M.O.S.A.I.C.	312–2555 Commercial Drive, Vancouver, BC V5N 4C1
Tel: 604-708-9300 Fax: 604-708-9314 Email: TBD	Website: www.mosaicbc.com
Vancouver Downtown Eastside: Open Door Social Services Society	112 West Hastings Street, Vancouver, BC V6K 2C8
1-866-377-3670 Fax: TBA Email: info@opendoorgroup.org	Website: www.opendoorgroup.org
Vancouver City Centre: Family Services of Greater Vancouver	1033 Davie Street, Vancouver, BC V6E 1M7
Tel: 604-434-0367 Fax: 604-694-1077 Email: citycentreESC@fsgv.ca	Website: www.fsgv.ca
Whistler: Training Innovations	#204 – 1200 Alpha Lake Road, Whistler, BC V0N 1B1
Tel: 604-932-1600 Fax: 604-932-1670 Email: info@whistleresc.com	Website: www.whistleresc.com

Vancouver Island Employment Service Centres

Campbell River: North Island Employment Foundations Society	870C 13th Avenue, Campbell River, BC V9W 4H2
Tel: 250-286-3441 Fax: 250-286-3447 Email: info@niefs.net	Website: www.niefs.net
Courtenay: Creative Employment Access Society	555 4th Street, Courtenay, BC V9N 1H3
Tel: 250-334-3119 Fax: 250-338-7594 Email: contact@thejobshop.ca	Website: http://thejobshop.ca
Duncan: Global Vocational Services Inc.	301-80 Station Street, Duncan, BC V9L 1M4
Tel: 250-748-9880 Fax: 250-746-8986 Email: info@gvsjobs.com	Website: www.gvsjobs.com
Ladysmith: Global Vocational Services Inc.	11-740 1st Avenue, Ladysmith, BC V9G 1A6
Tel: 250-924-2884 Fax: 250-746-8986 Email: info@gvsjobs.com	Website: www.gvsjobs.com
Langford: WorkLink Employment Society	2234 Sooke Road, Victoria, BC V9B 1X1
Tel: 250-478-9525 Fax: 250-478-8664 Email: mailbox@worklink.bc.ca	Website: www.worklink.bc.ca
Nanaimo: GT Hiring Solutions	255 – 2000 Island Highway, Nanaimo, BC V9S 5W3
Tel: 250-729-5627 Fax: 250-756-8899 Email: Nanaimo@gthiringsolutions.ca	Website: www.gthiringsolutions.ca
Nanaimo: GT Hiring Solutions	101-155 Skinner Street, Nanaimo, BC V9R 5E8
Tel: 250-714-0085 Fax: 250-714-0093 Email: info@slbconsulting.com	Website: www.set-nanaimo.com
Nanaimo: Nanaimo Youth Services Association	290 Bastion St. Nanaimo BC V9R 3A4
Tel: 250-754-1989 Fax: 250-754-8661 Email: nysa@nysa.bc.ca	Website: www.nysa.bc.ca
Parksville: The Career Centre	110 - 198 East Island Highway, Parksville, BC V9P 2H3
Tel: 250-248-3205 Fax: 250-248-4154 Email: info@careercentre.org	Website: www.careercentre.org
Port Alberni: Alberni Valley Employment Centre	4805-B Mar Street., Port Alberni, BC V9Y 8J5
Tel: 250- 724-4560 Fax: 250 724-4565 Email: info@avemployment.ca	Website: www.avemployment.ca
Port Hardy: North Island Employment Foundations Society	129 - 8950 Granville Street, Port Hardy, BC V0N 2P0
Tel: 250-949-5736 Fax: 250-949-5797 Email: phinfo@niefs.net	Website: www.niefs.net
Powell River: Career Link	103-4511 Marine Avenue, Powell River, BC V8A 2K5
Tel: 604-485-7958 Fax: 604-485-7997 Email: yourteam@careerlinkbc.com	Website: www.careerlinkbc.com
Saanich: GT Hiring Solutions	201-3962 Borden Street, Victoria, BC V8P 3H8
Tel: 250-479-9675 Fax: 250-479-9678 Email: Saanich@gthiringsolutions.ca	Website: www.gthiringsolutions.ca

Sidney: Beacon Community Services	9860 Third Street, Sidney, BC V8L 4R2
Tel: 250-656-0134 Fax: 250-655-5081 Email: dlafranchise@beaconcs.ca	Website: www.beaconcs.ca
Tofino: Alberni Valley Employment Centre	381 Main Street, Tofino, BC V0R 2Z0
Tel: 250-725-8805 Fax: 250-725-2845 Email: wcinfo@avemployment.ca	Website: www.avemployment.ca
Ucluelet: Alberni Valley Employment Centre	Unit 10 - 1636 Peninsula Road, Ucluelet, BC V0R 3A0
Tel: 250-726-4243 Fax: 250-726-2975 Email: wcinfo@avemployment.ca	Website: www.avemployment.ca
Victoria: GT Hiring Solutions	201-1483 Douglas Street, Victoria, BC V8W 3K4
Tel: 250-388-0858 Fax: 250-388-0814 Email: Victoria@gthiringsolutions.ca	Website: www.gthiringsolutions.ca
Victoria: GT Hiring Solutions	102-415 Gorge Road E., Victoria, BC V8T 2W1
Tel: 250-388-5627 Fax: 250-388-5692 Email: Victoria@gthiringsolutions.ca	Website: www.gthiringsolutions.ca

B.C. Southern Interior Employment Service Centres

Ashcroft: Horton Ventures Inc.	124th 4th Street, Ashcroft, BC V0K 1A0
Tel: 250 453-9421 Fax: 250 453-9834 Email: ashcroft@hortonventures.com	Website: www.hortonventures.com
Clearwater: Yellowhead Community Services Society	Clearwater Plaza, Unit A & B, 58A Young St., Clearwater, BC V0E 1N2
Tel: 250-674-2928 Fax: 250-674-2938 Email: info@clearwateremployment.ca	Website: www.yellowheadcs.ca/
Cranbrook: Canadian Mental Health Assoc. for the Kootenays	24 11th Avenue South, Cranbrook, BC V1C 2P1
Tel: 250-489-5117 Fax: TBD Email: info@ekemployment.org	Website: www.ekemployment.org
Creston: Kootenay Employment Services Society	119 – 11th Avenue North, Creston, BC V0B 1G0
Tel: 250-428-5655 Fax: 250-428-5336 Email: kesadmin@kes.bc.ca	Website: www.kes.bc.ca
Fernie: Canadian Mental Health Association for the Kootenays	302C - 2nd Avenue, Fernie, BC V0B 1M0
Tel: 250 423-4204 Fax: TBD Email: info@evemployment.org	Website: www.kootenays.cmha.bc.ca
Grand Forks: Community Futures Dev. Corp. of Boundary Area	1647 Central Avenue, Grand Forks, BC V0H 1H0
Tel: 250-442-2722 250-442-5311 Email: reception@boundarycf.com	Website: www.boundarycf.com
Lillooet: Open Door Social Services Society	639B Main Street, Lillooet, BC V0K 1V0
1-866-377-3670 Fax: TBA Email: info@opendoorgroup.org	Website: www.opendoorgroup.org
Kamloops: Open Door Social Services Society	100-275 Lansdowne Street, Kamloops, BC V2C 1X8
1-866-377-3670 Fax: TBA Email: info@opendoorgroup.org	Website: www.opendoorgroup.org
Kamloops: Open Door Social Services Society	795 Tranquille Road, Kamloops, BC V2B 3J3
1-866-377-3670 Fax: TBA Email: info@opendoorgroup.org	Website: www.opendoorgroup.org
Kelowna: MAXIMUS Canada Employment Services Inc.	#102 - 1460 Pandosy Street, Kelowna, BC V1Y 1P3
Tel: 778-478-8390 Fax: 778-484-5329 Email: info@MaximusWorkbc.ca	Website: www.MaximusWorkbc.ca
Merritt: Community Futures Dev. Corp. of Thompson Country	2099 Quilchena Avenue, Merritt, BC V1K 1A4
Tel: 250 378-5151 Fax: 250 378-3924 Email: info@communityfutures.net	Website: www.communityfutures.net
Nakusp: Arrow & Slocan Lakes Community Services	205 – 6th Avenue NW, Nakusp, BC V0G 1R0
Tel: 250-265-3318 Fax: 250-265-3378 Email: outreach@aslcs.com	Website: www.aslcs.com
Nelson: Kootenay Career Development Society	Suite 203 - 514 Vernon Street, Nelson, BC V1L 4E7
Tel: 250 352-6200 Fax: 250-352-6203 Email: info@kcds.ca	Website: www.kcds.ca
Nelson: Kootenay Career Development Society	Suite B - 1020 Columbia Avenue, Castlegar, BC V1N 1H2
Tel: 250 365-6515 Fax: 250-365-6559 Email: info@kcds.ca	Website: www.kcds.ca
Oliver: Open Door Social Services Society	291 Fairview Road, Unit D&E, Oliver, BC V0H 1T0
1-866-377-3670 Fax: TBA Email: info@opendoorgroup.org	Website: www.opendoorgroup.org
Penticton: YMCA-YWCA of the Central Okanagan	50 Calgary Avenue, Penticton, BC V2A 2T6
Tel: 250-770-5627 Fax: 250-492-8190 Email: workbcinfo@ymca-ywca.com	Website: www.ymca-ywca-workbc.ca
Princeton: YMCA-YWCA of the Central Okanagan	206 Vermillion Avenue, Princeton, BC V0X 1W0
Tel: 250-770-5627 Fax: 250-295-4177 Email: workbcinfo@ymca-ywca.com	Website: www.ymca-ywca-workbc.ca
Revelstoke: WCG International Consultants Ltd.	117 Campbell Avenue, Revelstoke, BC V0E 2S0
Tel: 250 814-0244 Fax: 250 814-0256 Email: info@WorkBC-Revelstoke.com	Website: www.WorkBC-Revelstoke.com
Salmon Arm: WCG International Consultants Ltd.	101 – 310 Hudson Avenue NE, Salmon Arm, BC V1E 1R6
Tel: 250 804-4770 Fax: 250 804-4771 Email: info@WorkBC-SalmonArm.com	Website: www.WorkBC-SalmonArm.com
Trail: Greater Trail Community Skills Centre Society	#123-1290 Esplanade Avenue, Trail, BC V1R 4T2
Tel: 250-368-6360 Fax: 250 368-6360 Email: jobs@communityskillscentre.com	Website: www.communityskillscentre.com
Vernon: Community Futures Development Corp. - North Okanagan	3105 33rd Street, Vernon, BC V1T 9P7
Tel: 250-545-2215 Fax: 250-545-9831 Email: info@futuresbc.com	Website: www.futuresbc.com

B.C. Northern Interior Employment Service Centres

100 Mile House: Horton Ventures Inc.	808 Alpine Avenue, 100 Mile House, BC V0K 2E0
Tel: 250-398-5121 Fax: 250-398-5131 Email: employ@hortonventures.com	Website: www.hortonventures.com
Bella Coola Valley Learning Society	Box 389, Bella Coola, BC V0T 1C0
Tel: 250 799-5811 Fax: 250 799-5818 Email: bcvlvs@yahoo.ca	Website: www.hortonventures.com

Dawson Creek: Dawson Creek Catholic Social Services Society	1105 – 103 Avenue, Dawson Creek, BC V1G 2G8
Tel: 250 782-8744 Fax: 250 782-8018 Email: TBD	Website: www.jobsearchonline.bc.ca
Fort St. John: Employment Connections	101, 9907-99 Avenue, Fort St. John, BC V1J 1V1
Tel: 250-787-0024 Fax: 250 787-0028 Email: annette@employmentconnections.bc.ca	Website: www.employmentconnections.bc.ca
Fort Nelson: Fort Nelson Employment Services	PO Box 92, 5008-49th Avenue, Fort Nelson, BC V0C 1R0
Tel: 250 774-3114 Fax: 250 774-3768 Email: fnemployment@northwestel.net	Website: www.fortnelsonemployment.ca
Haida Gwaii: Hecate Strait Employment Development Society	1730 Hodges Street, Masset, BC V0T 1M0
Tel: 250-626-3236 Fax: 250-626-3260 maworksbc@hseds.ca	Website: www.hseds.ca
Kitimat: The Kitimat Community Services Society	562 Mountainview Square, Kitimat, BC V8C 2N2
Tel: 250-632-6581 Fax: 250-632-6561 Email: esc.kcss@telus.net	Website: www.kitimatcommunityservices.ca
Mackenzie: College of New Caledonia	540 Mackenzie Boulevard, Mackenzie, BC V0J 2C0
Tel: 250 997-7208 Fax: 250 997-7219 Email: mecc@cnc.bc.ca	Website: TBD
Prince George: Kopar Administration Ltd.	1511 3rd Avenue, Prince George, BC V2L 3G3
Tel: 250-596-2517 Fax: 250-596-2928 Email: pges@pges.ca	Website: www.pges.ca
Prince Rupert: Hecate Strait Employment Development Society	125 Market Place, Prince Rupert, BC V8J 1B9
Tel: 250-624-9498 Fax: 250-627-4397 Email: prworksbc@hseds.ca	Website: www.hseds.ca
Quesnel: Quesnel Employment Services	Suite 100 488 McLean Street, Quesnel, BC V2J 2P2
Tel: 250 992-7691 Fax: 250 992-7692 Email: Reception@QuesnelEmploymentServices.com	Website: www.quesnelemploymentservices.com
Smithers: WCG International Consultants Ltd.	1330 Main Street, Smithers, BC V0J 2N3
Tel: 250-847-0182 Fax: 250-847-2657 Email: info@WorkBC-Smithers.com	Website: www.WorkBC-Smithers.com
Terrace: Northwest Training Ltd.	201 4622 Greig Avenue, Terrace, BC V8G 1M9
Tel: 250-638-8108 Fax: 250-638-7212 Email: info@northwestcareers.bc.ca	Website: www.northwestcareers.bc.ca
Valemount: Valemount Learning Centre	1201 Fifth Avenue, Valemount, BC V0E 2Z0
Tel: 250-566-4601 Fax: 250-566-4602 Email: frontdesk@valemountlearningcentre.org	Website: www.valemountlearningcentre.org
Vanderhoof: Progressive Employment Services Limited	139 First Street East, Vanderhoof, BC V0J 3A0
Tel: 250-567-5785 Fax: 250 567-5784 Email: info@pesl.ca	Website: www.pesl.ca
Williams Lake: Horton Ventures Inc.	281 – 1st Avenue North, Williams Lake, BC V2G 1Y7
Tel: 250-398-5133 Fax: 250 398-5103 Email: inquiries@hortonventures.com	Website: www.hortonventures.com

