



emerit[®].ca
Training
Solutions



Successful business owners and managers know ...

...that poorly trained employees have an adverse effect on customer service, leading to lost revenue, reduced job satisfaction and poor morale, which in turn leads to increased turnover and costs associated with hiring and training new staff members.

With *emerit* training solutions, you can be confident that your employees will master the complete range of skills they need—skills that ensure repeat business, increased spending, more word of mouth referrals, and improved staff efficiency.

Training and certification programs from *emerit* are recognized as the best training resources available to the tourism and hospitality industry. Developed by industry, for industry, *emerit* delivers the collective expertise of Canadian and international tourism professionals.



National Occupational Standards



National Occupational Standards are manuals listing the skills and knowledge required to be successful in an occupation, and are available for a wide range of tourism and hospitality professions. Developed and validated by industry experts, National Occupational Standards represent what real employers look for in new hires, and reflect actual workplace conditions and current issues affecting the occupation.

National Occupational Standards have dozens of practical uses, including:

- Determining training needs
- Creating job descriptions
- Benchmarking employee skills
- Reviewing employees' performance
- Formulating interview strategies
- Identifying candidates for advancement

All *emerit* training and certification products are built from the National Occupational Standards.



emerit Online Learning and Workbooks



Training is available for dozens of occupations, in easy to manage online modules, so your busy employees can focus on the areas where they need to improve. For those who prefer a more traditional approach to learning, workbooks are also available.

Based on industry-validated National Occupational Standards, all *emerit* training is focused on building real skills—not just memorizing information. Training from *emerit* is flexible—it can be used in the workplace, in the classroom and for self-directed study.

Online learning offers the ultimate in easy to use, portable, and engaging professional development. Accessible anywhere, anytime, *emerit* online learning is self-directed, enabling employees to learn outside of work hours, using the best approach for their learning style. Best of all, no printing or shipping means no extra costs, access to training is instant, and the training is environmentally friendly!

Online learning offers the ultimate in easy to use,

Professional Certification from *emerit*



When employees are certified through *emerit*, they earn a prestigious, national credential that identifies them as a true professional in their occupation, and recognizes the skills, knowledge, pride, and dedication they have brought to their career—and to your business.

Professional certification from *emerit*...

- raises professionalism and improves job performance,
- increases employee job satisfaction and loyalty, and
- reduces the costs of turnover and training.

Which means higher profits and a healthier bottom line!

Certifying employees through *emerit* shows that your business is committed to providing the best guest experience possible—that you genuinely care about your customers, and about your employees.

Along with the National Occupational Standards, online learning and workbooks from *emerit* provide excellent preparation for certification, but they are not required to be certified. Prior learning, past experience and knowledge gained while working in the occupation or industry are also valuable for those challenging the certification.

*portable, and engaging
professional development.*



Business Tools



Business tools from *emerit* include real life examples, ready to use templates, checklists and other forms, and provide in depth information on business planning, HR management and much more. Available online and on CD, these tools save you time and effort, so you can focus less on planning and more on building your success.

Whether your business is just getting started or is already a thriving enterprise, *emerit* has the business and HR management tools to help you succeed in a crowded marketplace.



How are you training your staff?

Just a few of the successful businesses who have used *emerit* training solutions:

- Accent Inns
- Aquila Tours
- Banff Rocky Mountain Resort
- Bellstar Hotels & Resorts
- Best Western
- Boston Pizza
- Calgary Tower
- Casino Regina
- Coast Hotels
- Comfort Inn
- Dakota Dunes Casino
- Days Inn
- Delta Hotels
- Destination Adventure Tours
- Elephant & Castle
- Explore Manitoba Center
- Fairmont Hotels
- Gold Eagle Casino
- Halifax International Airport
- Holiday Inn
- Howard Johnson
- Hyatt Hotels & Resorts
- Landsea Tours
- Le Méridien
- Marriott
- Morin Lake Regional Park
- Moxie's Classic Grill
- Old Spaghetti Factory
- Parks Canada
- Pizza Hut
- Radisson
- Rimrock Resort Hotel
- Rodd Hotels and Resorts
- Sheraton
- Smitty's Family Restaurant
- St. Jude Hotels
- Swiss Chalet
- Temple Gardens Mineral Spa
- The Keg
- Tourism Kelowna
- Wingate by Wyndham
- White Point Beach Resort

From training and certification programs to HR and business planning, we have solutions that work.



“Travellers agree that properties with formally trained employees provide a higher quality of service (83%) and better value for money (67%). In fact, over one third of travellers said they would pay more per night to stay at a property with a formal training program!”

— *Hotel Association of Canada Survey, 2011*

Need training solutions tailored to your business? Still not sure which products are right for your needs?

Let *emerit* develop a training solution that fits your company's culture and is focused on the knowledge and skills you and your employees need to reach your business goals. Using our library of existing products, extensive experience developing training, and lessons learned from years of working with industry partners, *emerit* can create a ready to use training program to take your business to the next level.

Call 1-800-486-9158 today for a no obligation consultation with an *emerit* training solutions expert, or visit us at emerit.ca.



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