

Hotel General Manager National Occupational Standards Development Project

The Canadian Tourism Human Resource Council (CTHRC), in collaboration with the Hotel Association of Canada and Steele Consulting Group, are seeking interested Hotel General Managers to participate in the development of National Occupational Standards for Hotel General Manager. Occupational Standards are statements outlining the knowledge and skills required of an individual to be considered competent in an occupation. By learning and mastering the content of these standards, employees will boost their knowledge and performance and meet industry expectations.

Central to the mandate of the CTHRC is the enhancement of the image of hospitality careers within both the industry and to the general public. Defining standards is one way to help increase understanding of the broad range of skills required of those working as Hotel General Managers. Development of the standards included assembling draft materials and holding virtual focus groups and in-person review meetings and now the project is preparing for the validation phase. The validation of the National Occupational Standards ensures that sufficient scope of the occupational domain is captured and that content is relevant. We are seeking Hotel General Managers to review the standards developed to date and lend their expertise and input to this important project.

Hotel General Managers across the country are being invited to take a leadership role in their occupation and have their opinions and experience reflected in the standards by completing short surveys on specific skill categories. We expect and encourage changes and clarification of the content, and will use your input to ensure that the National Occupational Standards for Hotel General Manager reflect the realities of the occupation and meet the needs of today's hospitality industry.

On-line survey

What is required?

Surveys are accessed through the website links below. The survey is straight forward and very user-friendly. It is composed largely of questions and check-boxes with a few areas where you will be asked to type in information.

Who can participate?

Senior hotel managers who plan, organize, direct, control and evaluate accommodation property operations through middle managers.

If you have other Hotel General Manager colleagues that you think would participate, please feel free to pass along the survey link and project information.

What is the time commitment?

10-15 minutes (per National Occupational Standard skill category)

When is on-line survey available?

The survey is available now till February 1st, 2012.

Each National Occupational Standard skill category has an individual link, you are welcome to review as many categories as interest you.

To enter each survey, copy and paste a link below into your internet search engine (i.e., internet explorer, firefox) or click on it to be directed to the survey:

<https://www.surveymonkey.com/s/HGM-CategoryA-Professionalism>

<https://www.surveymonkey.com/s/HGM-CategoryB-Leadership>

<https://www.surveymonkey.com/s/HGM-CategoryC-BusinessManagement>

<https://www.surveymonkey.com/s/HGM-CategoryD-MarketingandSales>

<https://www.surveymonkey.com/s/CategoryE-HumanResourceMgmt>

<https://www.surveymonkey.com/s/HGM-CategoryF-RiskManagementSafetySecurity>

To participate we will require your name, job title, and email contact information. Telephone numbers would be useful in case we need to follow-up to clarify information.

Find out more about the [Canadian Tourism Human Resource Council](#) and [National Occupational Standards](#).

Please contact Cathy Steele, Project Manager with Steele Consulting Group, if you would like to be involved in this project or require more information!

Tel. 403.217.9747

steelec@shaw.ca