



*Great Careers  
Begin at MTEC!*

**MTEC**

MANITOBA TOURISM  
EDUCATION COLLEGE



## ABOUT THE MANITOBA TOURISM EDUCATION COLLEGE (MTEC)

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The Manitoba Tourism Education College (MTEC) is a Private Vocational Institution, regulated by the Province of Manitoba. It is a not-for-profit associated corporation of the Manitoba Tourism Education Council. The Manitoba Tourism Education College was established to meet current and long-term employer needs by preparing future employees for positions required in the hospitality, tourism and retail industries in Manitoba. The college delivers short and long-term training programs. The 6-8 week training programs include a 30 hour unpaid work practicum.

The ten month training program includes a 120 hour unpaid work practicum. The work practicum is the part of the training where students gain hands-on work experience, and in many cases employment after the training. Potential employees will be matched to employers with the goal of future employment.



## PRIOR LEARNING ASSESSMENT RECOGNITION FOR THE 6-8 WEEK TRAINING PROGRAMS

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If you graduate from one of the MTEC 6-8 week training programs and would like to take another training program, you will be given credit for prior learning that you received. You will be able to take one or more of the other training programs at a reduced rate of \$700 each, with the exception of Bartender & Food and Beverage Server, which will be \$900.00, and Line Cook, which will be \$1,800. The second program would be an additional two to three weeks in duration.

## NATIONAL OCCUPATION STANDARDS

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The Manitoba Tourism Education College curriculum is based on National Occupational Standards which describe the knowledge, skills and attitudes necessary to be considered competent in an occupation. The Standards were set by seasoned industry professionals from across the country and are validated by the industry.

National Occupational Standards represent what real employers look for in new hires and they define the level of competence required for the full range of skills in an occupation. They reflect actual workplace conditions and current issues affecting the occupation. When we say ‘competent’ we mean a person who meets the standards; competent employees are superior job performers.







## WHY TRAIN AT MTEC

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Students will benefit from the current, relevant training delivered by experienced tourism and business trainers. The college is located on a convenient bus route and has free parking for students. Each classroom has access to a kitchen, fridge, microwave and coffee and tea are provided to the students.

### **Student Counselling**

Personal counselling is available to all of the MTEC students. The Student Counsellor assists students with personal issues that could impact their success in graduating and gaining employment after graduation.

## EXPERIENCED TRAINERS

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MTEC contracts trainers with expertise and experience in the areas in which they teach. The curriculum is current and relevant to your training needs and will also help build on and increase your transferable skills.

MTEC trainers all possess extensive experience in training individuals currently working in the hospitality, tourism and retail industries in Manitoba.





# HOSPITALITY AND HOTEL CERTIFICATE



This 800 hour (10 month) training program will prepare students with the knowledge and skills required to work in the hospitality and hotel industry in Canada.

**Training includes:** Front Desk Clerk, Housekeeping Room Attendant, Food & Beverage Server and either or Line Cook or Retail Sales Associate.



Tuition	\$16,500
Training Completion Fund	\$82.50
Books and Supplies	\$600
Registration Fee	\$200
Other Fees	\$1,000
<i>(Mandatory Medical Insurance)</i>	
Total Training Investment	\$18,382.50

The Manitoba Tourism Education College is a Private, Not for Profit, Private Vocational Institution, Regulated by the Provincial Government.

The College is also a Designated Learning Institution. DLI # O263386042822

**Note:** *the initial character in the DLI # is the letter ‘O’ as in Oscar, and not the number zero.*

- Curriculum**
- Workplace Essentials
  - Canadian Workplace Essentials
  - Front Desk Clerk
  - Food & Beverage Server
  - Housekeeping Room Attendant
  - Line Cook
  - Retail Sales Associate

- Various Training Sessions and Workshops**
- Manitoba Service Excellence
  - Managing Workplace Stress
  - Professional Telephone Skills
  - Team Building and Conflict Resolution
  - Respectful Workplaces
  - Handling Difficult Situations
  - Keep Kids Safe
  - Ethical Decision Making
  - Time Management
  - Self Confidence
  - Career Development
  - Emergency First Aid Level C & Level 1 AED
  - Workplace Hazardous Materials Information System (WHMIS)
  - Smart Choices Responsible Service Certification
  - Occupational Safety and Health Basics
  - Food Handler Certification
  - Ergonomics

**Note:** *all of the training, except for the work practicum, is delivered in the classroom and the core curriculum is based on National Occupational Standards.*

**Work Practicum**

The unpaid work practicum will be arranged by MTEC. Students gain valuable experience, which is part of the learning process and the hours are counted as part of the 800 hour program.

**Entrance Requirements**

Students must be a minimum 18 years of age and government ID will be required to verify age. IELTS testing score 6. Certificate from accredited institution required for verification.



# FOOD AND BEVERAGE SERVER



The program includes 6 weeks of classroom training plus a 30 hour work practicum. (212 hours)

Tuition	\$1,700.00
Registration Fee	\$100.00
Total	\$1,800.00



After completing the Food & Beverage Server Training Program, students will be able to demonstrate the following skills and knowledge to be considered competent in this occupation:

- Serving techniques
- Tools and equipment
- Professionalism
- Ergonomics
- Time Management
- Interpersonal and communication skills
- Negotiation
- Teambuilding & Conflict Resolution
- Customer Service
- Handling difficult situations
- Manitoba Food Handlers Certificate
- Emergency First Aid-Level C and Level 1 AED
- WHMIS (Workplace Hazardous Materials Information System)
- Smart Choices Responsible Service Certification

# FRONT DESK CLERK



The program includes 6 weeks of classroom training plus a 30 hour work practicum. (212 hours)

Tuition	\$1,700.00
Registration Fee	\$100.00
Total	\$1,800.00



After completing the Front Desk Training Program, students will be able to demonstrate the following skills and knowledge to be considered competent in this occupation:

- Guest Services
- Reservations and sales
- Arrivals and departures
- Department operations
- Tourism Awareness: Winnipeg Ambassador and Manitoba Ambassador Programs
- Customer service
- Professionalism
- Ergonomics
- Time Management
- Interpersonal and communication skills
- Negotiation
- Teambuilding & conflict resolution
- Handling difficult situations
- Networking
- Emergency First Aid-Level C and Level 1 AED
- WHMIS (Workplace Hazardous Materials Information System)



# LINE COOK



This program includes 8 weeks of training, including 3 weeks hands-on experience in a commercial kitchen, plus a 30 hour work practicum. (258 hours)

Tuition	\$3,000.00
0.5% Training Completion Fund	\$15.00
Registration Fee	\$100.00
Total	\$3,115.00



After completing the Line Cook Training Program, students will be able to demonstrate the following skills and knowledge to be considered competent in this occupation:

- Kitchen operation and terminology
  - Making stocks and sauces
  - Basic recipes
  - Time management
  - Ergonomics
- Interpersonal and communication skills
  - Negotiation
  - Teambuilding & conflict resolution
  - Customer service
  - Handling difficult situations
- Manitoba Food Handlers Certificate
  - Emergency First Aid-Level C and Level 1 AED
  - WHMIS (Workplace Hazardous Materials Information System)

# HOUSEKEEPING ROOM ATTENDANT



The program includes 6 weeks of classroom training plus a 30 hour work practicum. (206 hours)

Tuition	\$1,700.00
Registration Fee	\$100.00
Total	\$1,800.00



After completing the Housekeeping Room Attendant Training Program, students will be able to demonstrate the following skills and knowledge to be considered competent in this occupation:

- Guest relations
  - Cleaning responsibilities
  - Clean It Right
  - Policies and procedures
  - Tourism Awareness: Winnipeg Ambassador and Manitoba Ambassador Programs
- Customer service
  - Professionalism
  - Ergonomics
  - Time management
  - Interpersonal and communication skills
  - Negotiation
- Teambuilding & conflict resolution
  - Handling difficult situations
  - Emergency First Aid-Level C and Level 1 AED
  - WHMIS (Workplace Hazardous Materials Information System)

# RETAIL SALES ASSOCIATE



The program includes 6 weeks of classroom training plus a 30 hour work practicum. (210 hours)

Tuition	\$1,700.00
Registration Fee	\$100.00
Total	\$1,800.00



After completing the Retail Sales Associate Training Program, students will be able to demonstrate the following skills and knowledge to be considered competent in this occupation:

- Customer Service
  - Tourism Awareness: Winnipeg Ambassador and Manitoba Ambassador Programs
  - Professionalism
  - Ergonomics
  - Retail loss prevention
  - Inventory management
- Merchandising
  - Payment processing
  - Cash handling procedures
  - Time management
  - Interpersonal and communication skills
  - Negotiation
  - Teambuilding & conflict resolution
- Handling difficult situations
  - Networking
  - Emergency First Aid-Level C and Level 1 AED
  - WHMIS (Workplace Hazardous Materials Information System)

# BARTENDER AND FOOD & BEVERAGE SERVER



The program includes 8 weeks of classroom training plus a 30 hour work practicum. (253 hours)

Tuition	\$2,700.00
Registration Fee	\$100.00
Total	\$2,800.00



After completing the Bartender & Food and Beverage Server Training Program, you will be able to demonstrate the following skills and have developed the knowledge and attitude to be considered competent in this occupation:

- Preparing and selling mixed drinks
  - Learning the tools and equipment used in bartending
  - Time management
  - Interpersonal and communication skills
- Negotiation
  - Teambuilding & conflict resolution
  - Customer service
  - Handling difficult situations
  - Manitoba Food Handlers Certificate
- Emergency First Aid-Level C and Level 1 AED
  - WHMIS (Workplace Hazardous Materials Information System)
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