

# In-Demand Career: Hospitality & Tourism Support Staff

(NOC 64300 / 65200 / 65201 / 65210)



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## Role Overview

Hospitality and tourism support staff work in hotels, resorts, restaurants, and attractions. They provide frontline services that shape visitor experiences, including greeting guests, serving food, maintaining cleanliness, preparing meals, and supporting recreational programming.

## Why This Role Matters

These are the people who represent Innisfil's warm hospitality. Whether welcoming guests, facilitating events, or delivering memorable meals, support staff are essential to the smooth operation of tourism-focused businesses across the region.

## SECTOR: Tourism & Hospitality

These roles are critical in service-oriented businesses including hotels, inns, restaurants, community centres, event venues, and seasonal destinations like beaches and campgrounds.

## Key Skills & Capabilities

- Customer service and communication
- Time management and multitasking
- Attention to detail
- Food safety and hygiene practices
- Point-of-sale (POS) and reservation systems
- Basic recreation or event facilitation
- Teamwork and adaptability

## Wage Range

\$16 to \$22 per hour (plus tips, where applicable).

## **Education & Training Pathways**

Many positions require only a high school diploma and on-the-job training. However, formal hospitality or culinary training can improve hiring chances and career mobility.

### **Local Program Spotlight:**

#### **Georgian College – Hospitality – Hotel & Resort Operations Management**

Prepares students for a wide range of roles in the hospitality and tourism industry, including supervisory positions.

#### **Georgian College – Hospitality Skills, Recreation and Leisure Services**

#### **Georgian College – Hospitality Skills, Food and Beverage Service**

### **Developing the Talent Pipeline**

- **Food handling certification**
- **Smart Serve training (for beverage service)**
- **First Aid & CPR**
- **Event coordination training**
- **Supervisory or management courses in hospitality**

### **Career Progression Opportunities**

- Front Desk → Guest Services Supervisor → Hotel Manager
- Server → Shift Lead → Restaurant Manager
- Kitchen Helper → Line Cook → Sous Chef
- Recreation Attendant → Program Coordinator → Event Manager

### **Examples of Local Employers**



## Emerging Trends

Growth in **seasonal and event-driven hiring**, especially during spring and fall.

Demand for **multi-skilled staff** who can work across service areas.

Increasing use of **booking and reservation software**.

Focus on **guest experience** and customer reviews.

Opportunities through **experiential tourism** (food, culture, nature-based).



## Innisfil Economic Development

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