

5850-6-36

5850-6-36

DEPARTMENT OF MANPOWER AND IMMIGRATION
MINISTÈRE DE LA MAIN-D'OEUVRE ET DE L'IMMIGRATIONSELECTION & PROCESSING -
GENERAL SERIESSUBJECT
SUJETSELECTION & PROCESSING-
GENERAL SERIES

OCCUPATIONAL SELECTION

R

HOTEL WORKERS (incl. COOKS)

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5850-6-36

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AL
18-1-77

FILE NO. - DOSSIER NO

5850-6-36

VOLUME

FROM
DE

TO
À

SUBJECT
SUJET

SELECTION & PROCESSING -

GENERAL SERIES

OCCUPATIONAL SELECTION

HOTEL WORKERS

000088

CLOSED
VOLUME



VOLUME
COMPLET

DATED FROM
À COMPTER DU

19-11-73

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AU

JUSQU'

7-9-76

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FOR SUBSEQUENT CORRESPONDENCE SEE — POUR CORRESPONDANCE ULTÉRIEURE VOIR

FILE NO. — DOSSIER N°

5850.6-36

VOLUME

2

c.c. Minister's Office File.
c.c. Diary File.
c.c. File CH-1-31967.
c.c. File CH-1-9250.
c.c. Director General, ONTARIO REGION.
File 3325-6-2. Ref. your memo of
June 15. Any new developments?

IMM-R&S
LEPITRE/cm

5850-6-36

September 7, 1976.

s.19(1)

Dear [REDACTED]

This refers to your letter of June 7 and subsequent conversations you have had with this office and with officers within the Department concerning your desire to arrange for the permanent admission to Canada of a greater number of specialty cooks experienced in the preparation of Chinese foods.

Our studies do not indicate that there is a growing need in Canada for specialty cooks. In fact, they show that the national demand has decreased during the past few months. It is possible that the demand in some areas may be strong and we are prepared to look at any new evidence Canadian restaurateurs may wish to provide which will establish that the need cannot be filled from available sources in Canada or that we cannot recruit qualified personnel from traditional sources abroad using the present selection criteria.

You will appreciate our concern for the welfare of persons who are already in Canada. We must insist that qualified citizens or residents of Canada be given preference in filling vacant positions. Whenever feasible or practicable, unemployed persons in Canada should be given the opportunity to be trained to fill these vacancies before we import labour from abroad; we must also ensure that prevailing wages are paid and that adequate working conditions are provided.

..../2

WKB
You should see
A

- 2 -

If it can be established that the need cannot be met through existing procedures, it will be necessary to establish trade standards by which applicants from abroad could be judged and by which our Manpower officers in Canada could satisfy themselves that the vacancies cannot be filled by residents of this country. If the standard is too low, the Manpower officers could well take the position that Canadians can be trained in a relatively short period of time. If the standard is too high, visa officers could experience difficulty in finding qualified candidates.

The solution to this problem is not a simple one. To date we have no evidence which shows that we have been unable to meet the employer's needs either from within the country or through recruits from abroad. If employers seek the assistance of the local Canada Manpower Centres and find that their requirements cannot be met from within Canada, they can obtain a Manpower clearance which will be forwarded to an appropriate visa office abroad. In Hong Kong, for example, we maintain an index of persons who have applied for admission to Canada as specialty cooks but who have been refused because they were not destined to assured employment where a local shortage exists. When we receive a request for a cook, we consult these lists and select an applicant who is qualified to meet the employer's needs. If the employer indicates he would like to have advance information on the candidate we select we will of course, respect his wishes.

If our findings, as reflected in this letter, are inaccurate, we would be prepared to receive further evidence from you to support the opposing view.

I am sorry that our studies in connection with your brief have taken this long to complete, however, you will appreciate our concern for a full and proper consideration of your proposals.

Yours sincerely,

Ian Hamilton,
Departmental Assistant.

ASB
Hc

DEPARTMENT OF MANPOWER AND IMMIGRATION
MINISTÈRE DE LA MAIN-D'OEUVRE ET DE L'IMMIGRATION

MEMORANDUM - MÉMOIRE

TO - À: WKB

FROM - DE: RAG

I think Cirt is on
the right track but
there's too much of
the "Ostrich with his
head in the sand" tone

- ① We should acknowledge
that there is a problem
- ② We should explain
as we did to Marcel Lambert
that off shore workers are
a last resort - not the
first alternative

DEPARTMENT OF MANPOWER AND IMMIGRATION
MINISTÈRE DE LA MAIN-D'OEUVRE ET DE L'IMMIGRATION

MEMORANDUM - MÉMOIRE

TO - À:

FROM - DE:

③ We should outline policy - hint that the employers themselves need to do more in terms of training wages & working condos.

④ That recruitment facilities are already available in H.K.

DEPARTMENT OF MANPOWER AND IMMIGRATION

MINISTÈRE DE LA MAIN-D'OEUVRE ET DE L'IMMIGRATION

MEMORANDUM - MÉMOIRE

TO - À:

FROM - DE:

⑤ Some of the problems
we encounter.

① Employers misrepresent
their needs

② apply for relatives rather
than skilled immigrants

③ Bring in people on
W permit rather than
~~as~~ as immigrant
who in fact jobs
are permanent

Government of Canada
Gouvernement du Canada

MEMORANDUM

NOTE DE SERVICE

TO : Director General,
Recruitment & Selection,
OTTAWA.

FROM : Director General,
Ontario Region.

SUBJECT
OBJET

Chinese Cooks

SECURITY-CLASSIFICATION - DE SÉCURITÉ

CONFIDENTIAL

OUR FILE--N/RÉFÉRENCE

3325 - 6 - 2

YOUR FILE--V/RÉFÉRENCE

CH-1-31967

DATE

15 June, 1976

s.19(1)

This is in response to your memorandum of 1 June, 1976, concerning Chinese specialty cooks.

Requests for these cooks have been coming in regularly for some time but, due to the relatively small numbers involved in individual cases, our local CMCs authorized 1234's when the need arose. The chronic nature of the problem, however, prompted our Employer Services Consultant to work out some permanent solutions to the continuing demand for employment visas. The meeting you referred to in the Lichee Gardens marked the beginning of a discreet enquiry into the affairs of the Chinese restaurant industry.

You will appreciate that it is rather difficult to penetrate below the surface of this close-knit community, but we have been successful in obtaining certain information on an informal basis. It would appear that a number of lawyers, [REDACTED] amongst them, are specializing in what might be termed "Chinese Affairs". This means, in effect, that they have convinced much of the Chinese community here and in Hong Kong that their services are required in all aspects of immigration and work visa matters. [REDACTED] wears many hats. It was alleged that he actively recruits candidates for emigration in Hong Kong, charging each about \$1500 for this service. Then he finds employers who guarantee a job in Canada and charges them agency fees. He also represents the employer's case in our Hong Kong office, again charging extra. In addition, he owns shares in many restaurant and business operations, and organizes investment syndicates in Hong Kong. Potentially, there seems to be a conflict of interests on his part in terms of Departmental policy.

In conversations with our officials, [REDACTED] has hinted on occasion that he has "friends" in Ottawa and in the Department. [REDACTED]

Our investigations into the background of this problem are not yet complete, but it is our intention, through an ongoing process, to develop a tactical approach to resolve these difficulties. Our response to the specific points you raised should therefore be viewed in the light of the foregoing.

000095

- (a) The meeting at Lichee Gardens was attended by [redacted] lawyers for eight restaurateurs who also attended, and Departmental representatives.

[redacted] presented the views of the industry, that essentially called for an open-ended policy to provide Chinese restaurants with virtually free access to NI's and PI's, particularly cooks, in Hong Kong through MAN 1234 procedures. During the course of these discussions, we have re-emphasized Departmental policy concerning the priority placed on the employment of Canadian residents, and stated quite clearly to participants that while we are willing to co-operate to any reasonable extent they, in return, will have to undertake to train those who are already in Canada. The suggested ratio of cooks to trainees was three to one.

A pilot project was worked out with the Chinese Village restaurant whereby we have certified a job offer for one of their chefs, who went back to Hong Kong to apply for immigration. In return for this approval, they have hired a trainee cook for whom a CMITP proposal is being considered at this time.

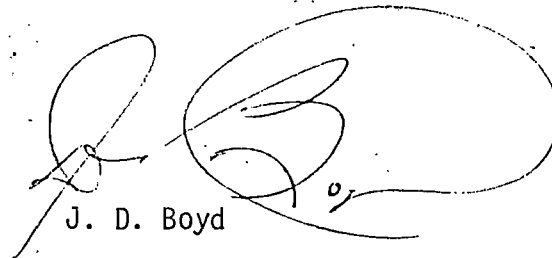
While there was general, if unenthusiastic, agreement in principle to this proposal, it is felt that [redacted] and his clients intend to do all they can to circumvent this intent.

- (b) There are approximately 150 cooks on employment visas in Metro Toronto. *(all not immigrants?)*
- (c) It is impossible to ascertain how many of these cooks intend to apply for permanent residence. It is felt that nearly all of them would do so if given the opportunity. We have indicated our willingness to support this desire through the 1234 route provided the operators live up to their training obligations.
- (d) The demand for cooks is great, but we do not wish to encourage an easy immigration pipeline through this occupation by according special consideration to it on a wholesale basis. On the contrary, we intend to keep tight control on the situation in the future to prioritise needs of Canadian residents who are unemployed in this occupation. In fact, I have instructed all CMCs in the Metro Toronto area to clear all requests for MAN 1234s, both NI and PI with Regional Employer Services to establish and maintain a high degree of integrity in this traffic. We would, however, request special consideration for those whom we approve on an individual basis as we recognize the likelihood that most of these people would probably fail to meet point rating requirements and would therefore require discretionary authority for admission.

- 3 -

[redacted] would fall into this category. It is our understanding that he was rejected by Hong Kong Manpower and Immigration on paper screening for lack of points. Since skill in this area is more important than other considerations, our Industrial and Trades CMC sent a telex to Hong Kong requesting a review of this case. We hope that, subject to medical approval, [redacted] will be permitted to enter on discretion if necessary.

We are continuing our discreet investigations concerning the activities of several lawyers in the Chinese community while, at the same time, we are laying down guidelines for the restaurant industry to encourage the training of local residents.


J. D. Boyd

(3) 2 DC
This is in reply to your
questions (tagged) following
[redacted] B411
21.6.76
[redacted]

s.19(1)

DEPARTMENT OF MANPOWER AND IMMIGRATION
MINISTÈRE DE LA MAIN-D'OEUVRE ET DE L'IMMIGRATION

MEMORANDUM MÉMOIRE

s.19(1)

TO - À:

FDC

FROM - DE:

RAC.

I think Art Lythe is
your resident expert on
Chinese cooks.

He should look thru
paper & consult with
Munp & Foreign if it
sheds any light on our
problem. Also SPR
should get a copy of
it shows that the
skill rating for specialty
cook is too low

5850-6-36

s.19(1)

June 16, 1976.



***Thank you for providing me with a copy of the Study
of Chinese Specialty Cooks in Toronto.***

***I will pass it on to our Departmental officials who, I
am sure, will be interested in this information.***

Yours sincerely,

ORIGINAL SIGNED BY
ORIGINAL SIGNÉ PAR
I. HAMILTON

***Ian Hamilton,
Departmental Assistant.***

R_{16/6}

IFRS/BAKER/pb

J.W. Jeffrey
Special Services Division
Manpower Employer Development Group
Manpower Division

Director
Recruitment and Selection
Foreign Service Region

Speciality Cook Retrieval Index System

UNCLASSIFIED

5850-6-36
3160-12-1
3070-1

June 11, 1976

1. I attach a recent memorandum from Hong Kong concerning their establishment of a retrieval index system for Chinese cooks. This system should prove useful not only for filling vacancies for unnamed Chinese cooks but also to provide alternative candidates for named Chinese cooks who are unable to meet immigration requirements.

2. If you have any comments or questions, please contact me.

ORIGINAL SIGNED BY
J. L. BAKER
X SIGNÉ L'ORIGINAL

J.L. Baker

Attach.

c.c. R.A. Girard, Director
Recruitment and Selection Policy
Recruitment and Selection Branch

c.c. MANDI/Hong Kong (your memo (5850-1-410) of 20 May refers)
Your initiative is to be commended

c.c. IFAP

Office of the Minister
Manpower and Immigration

Cabinet du ministre
Main-d'œuvre et Immigration

DATE

14/6/76.

TO — À LA ► ☐ UNEMPLOYMENT INSURANCE COMMISSION — COMMISSION D'ASSURANCE CHÔMAGE

TO — AU

☐ DEPUTY MINISTER — SOUS-MINISTRE

FOR — POUR

☐ SENIOR A.D.M. MANPOWER — S.-M.A. PRINCIPAL (MAIN-D'OEUVRE)

☒ A.D.M. IMMIGRATION — S.-M.A. (IMMIGRATION)

☐ A.D.M. ADMINISTRATION — S.-M.A. (ADMINISTRATION)

☐ A.D.M. STRATEGIC PLANNING AND RESEARCH
S.-M.A. (RECHERCHE ET PLANIFICATION STRATÉGIQUE)

☐ DIRECTOR GENERAL, JOB CREATION BRANCH
DIRECTEUR GÉNÉRAL, DIRECTION DE LA CRÉATION D'EMPLOIS

☐ DIRECTOR, PERSONNEL SERVICE — DIRECTEUR, SERVICE DU PERSONNEL

☐ DIRECTOR, INFORMATION SERVICE — DIRECTEUR, SERVICE D'INFORMATION

ACTION — SUITE À DONNER

☒ PREPARE REPLY FOR SIGNATURE OF:
RÉDIGER UNE RÉPONSE POUR LA SIGNATURE:

☐ MINISTER — DU MINISTRE

☐ EXECUTIVE ASSISTANT — DU CHEF DE CABINET DU MINISTRE

☐ SPECIAL ASSISTANT — DE L'ADJOINT SPÉCIAL

☐ PARLIAMENTARY SECRETARY — DU SECRÉTAIRE PARLEMENTAIRE

☒ DEPARTMENTAL ASSISTANT — DE L'ADJOINT MINISTÉRIEL

☐ FOR DIRECT REPLY — RÉPONDRE DIRECTEMENT

☐ COMMON REPLY REQUIRED — RÉPONSE USUELLE DEMANDÉE
RESPONSIBILITY FOR FINAL DRAFT — RESPONSABLE DU TEXTE DÉFINITIF

Ack. receipt, of. etc.

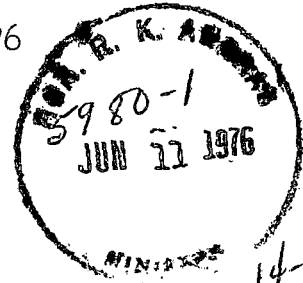
IF FULL REPLY NOT IMMEDIATELY POSSIBLE,
PREPARE INTERIM LETTER WITHOUT
DELAY, THIS LETTER HAS NOT BEEN ACK-
NOWLEDGED.

S'IL EST IMPOSSIBLE DE DONNER UNE RÉ-
PONSE COMPLÈTE IMMÉDIATEMENT, RÉDI-
GER UNE LETTRE PROVISOIRE SANS DÉLAI.
NOUS N'AVONS PAS ACCUSÉ RÉCEPTION
DE CETTE LETTRE.

SIGNATURE ►

L. Lell

7th June, 1976



s.19(1)

Mr. Ron Button
Office of the Minister
305 Rideau Street
Toronto, Ontario

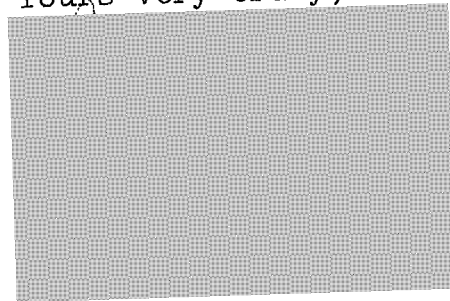
Dear Mr. Button,

5850-6-36
Incl.

Enclosed please find a copy of a Study
of Chinese Specialty Cook in Toronto for your perusal.

Yours very truly,

Per:



I.M.M.
CORRESPONDENCE
JUN 15 2 39 PM '76

FK/ic

Encl.



STUDY OF CHINESE SPECIALTY COOKS
IN TORONTO

s.19(1)

June 4, 1976




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PART IV	-	SURVEY DESIGN
PART V	-	ANALYSIS OF DATA
PART VI	-	CONCLUSION

PART I - INTRODUCTION

Ever since the Nixon visit to China, there has been a growing awareness and fondness of authentic Chinese food. The traditional Chop Suey houses have gone out of vogue all of a sudden. This sudden transition has created an acute shortage of restaurants serving "real" Chinese food. However, this situation has been partially eased by the ever increasing number of restaurants being opened. This, in turn, created a shortage of qualified specialty cooks. Through immigration and, more importantly, granting of working permits, the number of specialty cooks have also increased substantially. Bringing people in with working permits is only a stop-gap measure and does not solve the problem. It is the intention of this study to provide some insight into the possibilities that might help solve the problem of shortage.

This study cannot be carried out except with the kind assistance of the restaurateurs interviewed as well as Mr. George Davidson, Mr. Ted Lambrose and Mr. Victor Walcott of the Department of Manpower and Immigration in Toronto. To them we owe our deep appreciation.

PART II - TRAINING PROCESS OF A CHINESE COOK

Experience and expertise come first in Chinese cooking. Starting as a bus boy or kitchen help on the lowest rung of the professional ladder, a head chef usually requires 10-15 years of practical experience.

Similar to the division of labour in an automobile assembly line, a traditional Chinese kitchen is divided into several divisions: a cutting division (砧板), a gravy division (打卤), a fourth chef's division (四厨), a third chef's division (三厨), a second chef's division (二厨) and the last but by no means the least, the head chef. Each division is responsible for a small but integral part of the whole process. The division of labour can only testify to the fact that a tremendous amount of preparations ahead of time is required in preparing authentic Chinese food.

The first step in Chinese cooking is the "cutting" (砧板). As we all very well are aware, the most significant feature in Chinese food is the small size of its ingredients. Everything is cut in such a way that it can easily be handled with a pair of chop sticks.

There are different ways of cutting vegetable, fish, beef, chicken or pork. For example, in cutting beef one must observe the meat-grain, otherwise the final product would be tough and chewy.

The "gravy" division, as its name suggests, is responsible in preparing different kinds of gravy - gravy made from oyster sauce, soya sauce, shrimps, fish and various kinds of herbs and spices.

The importance of the gravy department lies in the matching of different dishes with different sauces. The viscosity and colour of the gravy can greatly enhance the appearance of a dish. As to when and what amount of gravy to be used is entirely in the hand of the second and head chefs.

After the gravy division is the fourth chef's division which is responsible for determining what ingredients are to be used and what amount. This is a very exacting job. The accumulation of slight errors can cost a lot.

Next comes the third chef's division, which is a division of art work in Chinese culinary skill. It is an extension of the "cutting division" into the decorative sphere of Chinese cooking. To carve a life-like bird or human figure out of a carrot and a butterfly or flower out of a tomato requires years of experience and skill. This skill is carefully guarded and is usually handed down from the master to the gifted apprentice. To most of the Europeans it is rather exotic but to the Chinese chefs it is a way of keeping their jobs.

Decoration is one of the many facets of Chinese culinary skill - the appearance of a dish can definitely influence one's appetite. Other than preparing decorative items, a third chef is also responsible for making some small but popular Chinese dishes, such as diced chicken with almonds, beef in oyster sauce, etc.

Before we go into the job of the second chefs, it is unfair not to mention the different ways in which Chinese food is prepared. Stricly speaking, we can classify them into (1) sautéing (炒), (2) steaming (蒸), (3) deep-frying (炸), (4) stir-frying (炒), (5) stewing (炖), (6) simmering (煨), (7) spiced-stewing (烧),

(8) roasting (燒), (9) smoking (燻), (10) stirring (攪), and (11) scalding (焯).

A second chef has to totally acquaint himself with the above-mentioned technique. It usually takes a person three to five years of apprenticeship to master it (see Part V).

To be a second chef one should be able to prepare a Chinese banquet which comprises some very famous but difficult to prepare dishes. One example of those dishes is shark's fin soup.

As one would realize, Chinese chefs go into great labour in preparing their dishes, and the head chef is the one who steers the ship. Under his guidance all the chefs work as a team. The main task of the head chef is to supervise every division and to decide the amount of ingredients to be used. He is not only an expert in cooking per se but also an expert in finance.

According to the information we gathered from our interviews, there is a chefs' division (廚師社) under the Restaurant Employees' Association (酒樓公會) in Hong Kong. Members of the division are either qualified chefs with outstanding performance or chefs who have been working in a famous restaurant for a long time (10-20 years).

Although it is a good criterion to measure the standard of chefs by its membership but it is by no means the only criterion, for some of the well-known chefs in Hong Kong have not been enlisted as its members yet.

Another reliable criterion to measure the standard of chefs is actual testing. In one interview, some chefs told us that they had been given a test before their working permits were issued.

PART III - FACTORS AFFECTING DEMAND

Demand of specialty cooks depends on the number of restaurants, their size and the number of cooks required in each restaurant. This, in turn, depends on the demand of Chinese food. This demand depends heavily on the preference of restaurant goers. This kind of consumer behaviour is difficult to determine unless an exhaustive study is performed and this is beyond our scope.

On the qualitative side, it is only reasonable to expect the growth of the demand for Chinese food would be dependent upon the growth of the population in Toronto and, more specifically, the growth of the Chinese population who supply the majority of patrons to the restaurants. Making use of secondary data we will try to determine the demand. An ideal way to perform this would be to develop an econometric model. Due to the short period of time available and the difficulty in gaining accessibility of computer time given our budget this approach is by-passed in favour of a qualitative analysis.

Total population in Metropolitan Toronto increased from just under 2.0 million in 1961 to 2.6 million in 1971⁽¹⁾. According to Financial Post's forecast⁽²⁾, total population is expected to reach the 3.0 million mark some time before the end of this decade. Among this, Asian population, who are expected to be receptive to Chinese food, grow by 2½ folds between 1961 and 1971⁽³⁾. This kind of growth is expected to create much demand for Chinese food and, hence, Chinese specialty cooks. However, the group who would exert the most influence on the demand side is the Chinese themselves. No data are available prior to 1971 but the growth of the Chinese population since then is nothing short of

phenomenal. According to 1971 census, there were a total of 21,515 residents⁽⁴⁾ in Metropolitan Toronto whose mother tongue was Chinese. In an article dated August 2, 1975, in the Globe & Mail, the Chinese population was estimated at 50,000. Most social service agencies are currently estimating a population of \$60,000 with one putting the figure as high as 70,000⁽⁵⁾. If these estimates are reasonably correct (we were told that these estimates were conservative ones) then there has been a Chinese population explosion in Toronto during the past 5 years. From the data we collected, the number of new Chinese restaurants opened in this period reflects this growth (see part V for detail).

Population growth coupled with increasing amount of disposable income (total income less transfer payments) have an accelerating effect on the demand side. Personal disposable income level of the Chinese population in Toronto cannot be determined from published data. However, it is our guess that the Chinese's average disposable income level would approximate that of Toronto as a whole. In 1975, per capita personal disposable income in Metropolitan Toronto was \$4,380 and it is expected to increase to \$6,670 in 1977 and \$8,540 in 1980.⁽⁶⁾

If the present trend is continued, the demand for Chinese food (hence, Chinese specialty cooks) will grow at a geometric rate. Therefore, on a purely theoretical basis, the need for more Chinese specialty cooks is real and pressing.

PART IV - SURVEY DESIGN

The survey was designed to gain some insight into the attitude of those who are connected with the running of a Chinese restaurant. A questionnaire was designed which can be found in Appendix I. After a brief pretest of 10 restaurants some minor changes were made. There was some confusion regarding questions 11 and 12. Subsequently, the phrase "in your establishment" in question 11 and "such as government subsidies" in question 12 were deleted. A new question, No. 14, was added to determine the date of the opening of the restaurants.

A physical count of Chinese restaurants in the "Chinatown" area was performed. This area included: (1) Broadview between Gerrard and Dundas, (2) Dundas between Bay and University, (3) Dundas between Beverley and Spadina, (4) Spadina between College and Queen. It is our opinion that the vast majority if not all of the "real" Chinese restaurants are located in these areas. The result was a count of 57 restaurants that qualified. We visited each of these restaurants to interview the owner or the manager. By visiting every restaurant we hoped to eliminate sampling bias.

PART V - ANALYSIS OF DATA

We visited 57 restaurants, names and addresses of which were collected from a physical count. Surprisingly, 7 of these were closed for renovation. We can only speculate that these restaurants are renovating in anticipation of the busy summer months. Three owners were uncooperative and refused to answer our questions and 2 gave such sketchy replies we decided to eliminate their answers to avoid response bias. Therefore, a total of 45 completed questionnaires were collected.

From our survey, one thing that stands out is that the attitude of the owners of larger restaurants, which are more professionally run, differs significantly from those of restaurants that are small and mostly family-run. Subsequently, we divided our responses into two groups using an arbitrary dividing line of having sitting capacity of 100. There were 16 restaurants with sitting capacity of 100 or above and 29 can only seat less than 100. The total average sitting capacity was found to be 115.73. Those who seat more than 100 (hereafter called 100 Above) employ an average of 11.37 cooks each while those who seat less than 100 (hereafter called 100 Below) employ only 3.37. The total average number of cooks presently employed is 6.22 per restaurant and the range is from 1 to 30.

Appendix II shows the percentage of responses. For the 100 Above about half (44%) are licensed while 97% of 100 Belows are not. In both cases, about half of those interviewed feel a specialty cook needs more than 5 years' apprenticeship before one is qualified. Seventy-five per cent of the 100 Aboves and 90% of the 100 Belows feel a minimum of 3 years of apprenticeship is

necessary. The average salary level is in the \$150-\$200 range though the 100 Aboves tend to pay a bit more. Over 80% of those interviewed claimed to have no non-immigrant cooks. About half of the 100 Belows felt they need more cooks while the figure is lightly higher (56%) for the 100 Aboves. Experience is the most important quality according to 100 Belows and expertise is regarded as more important by the 100 Aboves. The feeling towards training local residents are mixed among the 100 Belows while the majority of the 100 Aboves favoured such proposal. One restaurant owner, Mr. Chi Tin Kwan of Goodyear Restaurant, 118 Dundas St. West, expressed the wish to start a training school in his spare time provided the government would subsidize any operating losses arising from running such school. Despite this receptive attitude towards training local residents the vast majority in both categories refused to allow the use of their restaurants as training ground. The general feeling expressed was that the idea of training local residents was good but due to the nature of the training methods it was not feasible under the present circumstances. First of all, the availability of qualified teachers is questionable. Secondly, the availability of time to teach is even more questionable. Last, but not least, the length of time needed for training makes it economically unfeasible to train in Canada. In the Far East, the wages of apprentices are minimal so the cost of training is far less than that in Canada. The idea of incentives did not strike the owners as important.

- 11 -

Among the 45 restaurants we visited, 22 of them opened within the last 2 years. Twelve opened in the period 1970-1973 while 11 opened prior to 1970.

PART VI - CONCLUSION

The demand for Chinese food is real and has created the catch-up effect in opening of restaurants. If the consumer behaviour of Torontonians towards Chinese food follows the present trend, the demand will increase at an ever-increasing rate. One thing that could possibly slow down the growth rate is the decreasing influx of Chinese immigrants to Toronto. However, unless a change in immigration policy is effected this will not happen as Toronto seems to be a powerful magnet drawing the Chinese immigrants to her. Only a discriminatory immigration policy can effectively shut off the supply of new immigrants. Therefore, the only possible solution to the shortage problem is training of local residents. However, it is shown in this study that the length of apprenticeship necessary is so time consuming that this can only be viewed as a long-term solution. In the short run, importation of specialty cooks is the only solution.

A P P E N D I X I

No previous record of this study in Subject + Record at H.Q. 15-6-76

We are conducting a survey on behalf of the Dept. of Manpower and Immigration. We would appreciate it very much if you would answer a few questions for us, thank you.

1. What is your position in this establishment?
閣下的職位是什麼?
(a) Owner, (b) Manager, (c) Captain, (d) Other
(a) 老板 (b) 經理 (c) 領班 (d) 其他
2. What is the sitting capacity of your restaurant?
閣下酒樓可容納多少人?
3. Does your restaurant serve liquor?
閣下酒樓有酒牌否?
4. How would you define Chinese Specialty Cook? (How many types of Cooks do you have in your restaurant?)
以閣下意見何謂中菜廚師?
5. In your opinion, what is the minimum number of years of apprenticeship before one is qualified to be a Chinese Specialty Cook?
以閣下意見最底限度需要多少年的訓練才可以正式成為中菜廚師?
(a) less than 1 year, 少過一年
(b) 1 - 3 years, 一至三年
(c) 3 - 5 years, 三至五年
(d) over 5 years. 五年以上
6. What is total no. of cooks presently employed in your establishment?
目前閣下的廚師總數為多少?

7. What is the average gross per week salary level for your cooks?
閣下廚師每星期之總收入為多少?
(a) less than \$150
\$150 以下
(b) \$150 - \$200
\$150 - \$200
(c) \$200 - \$250
\$200 - \$250
(d) \$250 and over
\$250 以上
8. Among your cooks, how many are nonimmigrants? (e.g. working permit)
閣下酒樓有多少廚師為非移民?(工作許可証)
9. Do you have enough cooks to facilitate your business?
閣下有沒有足夠之廚師來應付所需?
(a) Yes _____ (b) No _____
10. In your opinion, what is the most important quality a Chinese Specialty Cook must possess?
以閣下意見, 中餐廚師必備之最重客條件為何?
(a) Experience (b) Hard Working (c) Personality
經驗 勤力 品行
(d) Expertise (e) Others.
技巧 其他
11. How do you feel about training local residents to be specialty cooks in your establishment?
閣下對於訓練本地居民為中餐廚師同意, 與否?
(a) favour strongly,
極力贊成
(b) agree slightly,
同意
(c) indifferent
無意見
(d) disagree slightly
不同意
(e) object strongly
極力反對

12. If incentives such as government subsidies are provided, would
如果政府有另外津貼,閣下會准許本地居民在閣下酒樓
you allow local residents be trained in your establishment?

受訓與否?
(a) Yes _____

(b) No _____

13. If 'Yes', how many would you allow?

如果同意,閣下會准許多少人受訓?

14. WHEN DID YOUR RESTAURANT START THE BUSINESS?

APPENDIX II

PERCENTAGE BREAKDOWN OF RESULTS BASED ON TOTAL NUMBER INTERVIEWED

100 and Above (16)

Question 1	(a) 56%	(b) 25%	(c) 0%	(d) 19%.
Question 3	Yes - 44%	No - 56%		
Question 5	(a) 0%	(b) 25%	(c) 25%	(d) 50%.
Question 7	(a) 12%	(b) 44%	(c) 44%	(d) 0%
Question 8	Yes - 19%	No - 81%		
Question 9	Yes - 37%	No - 56%		
Question 10	(a) 18%	(b) 12%	(c) 18%	(d) 44% (e) 0%
Question 11	(a) 6%	(b) 75%	(c) 0%	(d) 12% (e) 6%
Question 12	Yes - 25%	No - 75%		

100 and Below (29)

Question 1	(a) 86%	(b) 0%	(c) 0%	(d) 14%
Question 3	Yes - 3%	No - 97%		
Question 5	(a) 10%	(b) 0%	(c) 38%	(d) 52%
Question 7	(a) 7%	(b) 65%	(c) 0%	(d) 0%
Question 8	Yes - 14%	No - 86%		
Question 9	Yes - 48%	No - 52%		
Question 10	(a) 48%	(b) 17%	(c) 3%	(d) 20% (e) 0%
Question 11	(a) 10%	(b) 27%	(c) 7%	(d) 34% (e) 20%
Question 12	Yes - 24%	No - 76%		

Note: Some figures do not add up to 100% due to non-responses.

FOOTNOTES:

1. Statistics Canada 1971 Census,
Ontario Statistical Review 1973.
2. Financial Post, Survey of Markets 1975/76. p. 14
3. Ontario Statistical Review 1971.
4. City of Toronto Planning Board pamphlet No. 8
5. This information was provided by Information Service,
City of Toronto, City Hall, Toronto and Chinese
Interpreter and Information Service, 23 Grange Road,
Toronto.
6. Financial Post, op. cit.

cc: J. Turcotte
Circulation File (U-505A)
RPG File (U-501)
Official File

SPR/RPG/TURCOTTE/lm

5850-6-36

OTTAWA K1A 0J9
Le 1 avril 1975

Mme Marie Geiser
Ministère de l'Immigration
Gouvernement du Québec
355, rue McGill
MONTREAL, Québec
H2Y 2L9

Chère Madame,

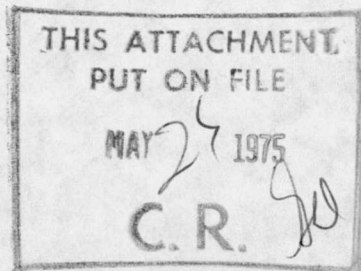
M. G. Jackson de notre division des prévisions par professions m'indiquait récemment que nous n'avions pas de prévisions de la main-d'œuvre immigrante dans le domaine de l'hôtellerie.

J'inclus, cependant, deux exemplaires des documents suivants:

- 1) Main-d'œuvre et Immigration, Prévisions de la demande par professions au Canada jusqu'en 1980. Recherche et planification stratégique;
- 2) Main-d'œuvre et Immigration, Liste anticipative des déséquilibres par profession. Direction des prévisions et de l'analyse économique, mars 1975.

M. Jackson vous enverra aussi des données confidentielles pour le Québec, données qui correspondent aux constituant la désagrégation provinciale de celles dont il est question à l'item 1 ci-haut.

Veuillez agréer, Madame, l'expression de mes sentiments distingués.



Bien vôtre,

A handwritten signature in cursive script, appearing to read "J. Turcotte".

Jacques Turcotte
Groupe des travaux de recherche.

c.c. M. G. Jackson
M. L.R. Duquette, Bureau régional du Québec

S. B. Goban Diary
R. S. Hall Diary
5850-6-36

IMM GOBAN/ia

Document disclosed under the Access to Information Act
Document divulgué en vertu de la Loi sur l'accès à l'information

Jacques C. Cardin, Premier Secrétaire,
Haut-commissariat du Canada
Main d'œuvre et Immigration - Port of Spain

IM-5450-4-557/649

5850-6-36

Le Chef, Services aux immigrants
Division de l'Immigration

18 4 février 1974

RAPPORT SUR L'ECOLE HOTELIERE DE LA MARTINIQUE

Vous trouverez ci-joint quelques observations au sujet
de votre note de service et rapport sur l'Ecole Hôtelière
de Martinique du 17 octobre, 1973. J'espère que nos
remarques vous aideront.

Ranjit S. Hall



Government
of Canada

Gouvernement
du Canada

MEMORANDUM

NOTE DE SERVICE

TO
À

M. R.S. Hall, chef
Services aux Immigrants et aux Migrants
Opérations Canada
Ottawa, Ontario

FROM
DE

Consultant
Services de Placement
Région du Québec

SUBJECT
OBJET

FORMATION HOTELIERE A LA MARTINIQUE

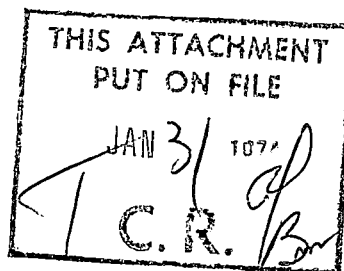
SECURITY - CLASSIFICATION - DE SÉCURITÉ
OUR FILE - N/RÉFÉRENCE DSSM-5350-4
YOUR FILE - V/RÉFÉRENCE OP-5850-5-1 5850-6-36 IMM-5450-4-557/649
DATE 29 janvier 1974

Nous regrettons le délai à donner suite à votre demande qui nous est parvenue au début de décembre; les nombreuses priorités du moment et un manque de personnel nous ont empêché de vider ce sujet plus tôt.

Nous avons étudié le document signé par M. Raymond J. Yelle traitant du curriculum des cours de l'école hôtelière de la Martinique et croyons sincèrement que leur contenu est valable et utile pour des fins d'application au Canada, aux niveaux de l'accueil et de la restauration. La formation sérieuse qui leur est dispensée durant cinq années devrait produire des candidats compétents pouvant intéresser éventuellement plusieurs hôtels Montréalais. Nous vous posons cependant une question: les élèves comprennent-ils et peuvent-ils s'exprimer en anglais? Cette condition est devenue presque indispensable au Québec où nous accueillons de nombreux américains à l'année longue.

Malgré toutes ces apparences encourageantes, nous devons toutefois avouer que les employeurs québécois, et les autres aussi, sont quelque peu réticents à s'engager d'avance en assurant un emploi à un candidat sans lui avoir donné, au préalable, une entrevue personnelle pour évaluer sa compétence et son utilité.

Les chances d'obtenir un emploi garanti viendront plutôt des chaînes d'hôtels ayant une filiale dans les Iles, comme Hilton ou Sheraton par exemple. L'émigration de leurs employés est facilitée parce que leurs qualifications et leur stabilité sont connues. Il s'agit en fait de véritables transferts de main-d'oeuvre.



.../2

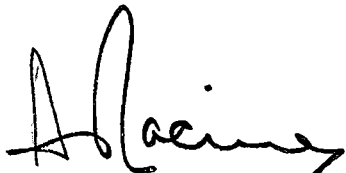
000124

- 2 -

Avec la venue en 1976 des Jeux Olympiques, de nombreux hôtels sont présentement en construction à Montréal, surtout: Holiday Inns, Méridien-Montréal (Air France), Quatre-Saisons, etc. etc. On parle même de 6,000 chambres de plus. Ces projets sont reliés directement à la restauration et engendreront sûrement des postes dans les cuisines, l'administration et les services en général. Dans les circonstances, vos élèves qui me semblent bien initiés pour ces fonctions n'éprouveront pas trop de difficultés à se caser pourvu qu'ils parlent l'anglais et qu'ils ne dédaignent pas de franchir l'échelle des promotions, un barreau à la fois!

Nous croyons sincèrement que pour les mieux qualifiés prêts à faire quelques sacrifices au chapitre du travail durant les fins de semaine et pour le service des banquets, le risque vaut la peine d'être tenté.

Nous espérons que ces quelques remarques à bâtons rompus vous seront utiles; elles ont au moins une qualité: celle de refléter exactement la situation telle qu'elle existe au Québec à l'heure actuelle.



ANDRE RACINE

cc: J.S. McIntosh, Diary
cc: R.S. Hall, Diary
cc: Departmental File.

/bt

PA

Le Directeur général,
Région du Québec, Montréal.

A.s Madame M.T. O'Connell.

Le Chef,
Services aux immigrants et
aux migrants,
Opérations Canada.

Formation hôtelière à la Martinique.

le 3
decembre

Copy on:

5850-6-36

Vous trouverez ci-joint la note de service que nous a
envoyée le Directeur des opérations (Service étranger) au
sujet de l'émigration de personnel hôtelier en provenance
de la Martinique.

Veuillez étudier le rapport soumis par l'Agent des visas
et me faire part de vos observations.

ORIGINAL SIGNED BY
R. S. HALL
A SIGNÉ L'ORIGINAL

Ranjit S. Hall.

jsm Copies not attached. Sent attachments
to Mrs. O'Connell

5/14/73
JS

FOR ORIGINAL SEE
OP 5850-6-36
File /bt

cc: J.S. McIntosh, Diary
cc: R.S. Hall, Diary
cc: Departmental File.

Le Directeur général,
Région du Québec, Montréal.

A.s Madame M.T. O'Connell.

Le Chef,
Services aux immigrants et
aux migrants,
Opérations Canada.

le 3
decembre

Formation hôtelière à la Martinique.

Copy m:

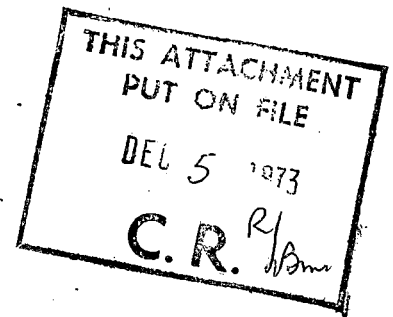
5850-6-36

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ORIGINAL SIGNED BY
R. S. HALL
A SIGNÉ L'ORIGINAL

Ranjit S. Hall.



Jm



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of Canada

Gouvernement
du Canada

REQUEST FOR TRANSLATION
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Classement sécuritaire

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TO - A

TRANSLATION SERVICES

Date Submitted - Date de la demande

Day - Jour Month - Mois Year - Année

28 November 1973

Document to be Translated - Document à traduire

Memo to Director General, Quebec Region
OP5850-5-1

Date Required - Demandé pour le

Day - Jour Month - Mois Year - Année
A.S.A.P.

Contact - Pour renseignements

J. S. McIntosh - Room B-1100

Telephone - Téléphone

6-6232

Languages - Langues

FROM Du/de English 2

Department - Ministère

Branch - Direction

Division

Manpower & Immigration Operations

Immigrant & Migrant
Services

TO Vers le French 1

Special Instructions - Indications spéciales

Authorizing Officer - Agent autorisé

[Signature]
Signature

Include original control no. if part of a former request.
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D/J	M/M	Y/A	Hour - Heure	A	B	Ext.						
28	11	73	11:30		✓		6	111	40			57
Date comp. - Terminé le				No. of words - Mots			Mailed Picked Up			Control No. - N° de contrôle		
D/J	M/M	Y/A										
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7540-21-865-0969

FORMULE NORMALISÉE 81P DE L'ONGC

O.P. 5850-6-36

Director-General,
Quebec Region, Montreal,

Attn: Mrs. M.T. O'Connell.

Chief,
Immigrant and Migrant Services,
Operations - Canada.

~~OP-5850-5-7~~

FORMATION HÔTELIÈRE EN MARTINIQUE.

Attached is a memorandum from the Director of Operations,
Foreign Service concerning the immigration of hotel
staff from Martinique.

Would you please review the visa officer's submission
and provide me with your comments.

R.S. Hall.

cc G.S. McGowan diary
cc R.S. Hall diary
cc Dep. file W. Memo

0.P.5950-6-36

~~CP 5550-5-1~~
le 3 décembre

Pour: Le Directeur général,
Région du Québec, Montréal

A.s. de Madame M.T. O'Connell

Origine: Le Chef,
Services aux immigrants et aux migrants,
Opérations Canada

Objet: Formation hôtelière à la Martinique

Vous trouverez ci-joint la note de service que nous a envoyée le
Directeur des opérations (Service étranger) au sujet de
l'émigration de personnel hôtelier en provenance de la Martinique.

Veuillez étudier le rapport soumis par l'Agent des visas et me
faire part de vos observations.

ajout
R.S. Hall



Government
of Canada

Gouvernement
du Canada

REQUEST FOR TRANSLATION
DEMANDE DE TRADUCTION

Security Classification
Classement sécuritaire

352170

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 - Source of quotations, information or texts used as reference.

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 - Les vocabulaires scientifiques ou techniques déjà établis.
 - La source des citations, ainsi que les renseignements ou textes de référence.

TO - A		Date Submitted - Date de la demande Day - Jour Month - Mois Year - Année 28 November 1973	
TRANSLATION SERVICES		Date Required - Demandé pour le Day - Jour Month - Mois Year - Année A.S.A.P.	
Document to be Translated - Document à traduire Memo to Director General, Quebec Region OP5850-5-1			
Contact - Pour renseignements J. S. McIntosh - Room B-1100	Telephone - Téléphone 6-6232	Languages - Langues FROM Du/de English TO Vers le French	
Department - Ministère Manpower & Immigration	Branch - Direction Operations	Division Immigrant & Migrant Services	
Special Instructions - Indications spéciales		Authorizing Officer - Agent autorisé Signature	
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Date comp. - Terminé le D/J M/M Y/A				No. of words - Mots			<input type="checkbox"/> Mailed Par la poste <input type="checkbox"/> Picked Up Par porteur			Control No. - N° de contrôle		
Initials - Initiales												

4 ORIGINATOR
CLIENT

CGSB STANDARD FORM 81P

7540-21-865-0969

FORMULE NORMALISÉE 81P DE L'ONGC

OP. 5850-6-36

Director-General,
Quebec Region, Montreal,

Attn: Mrs. M.T. O'Connell.

Chief,
Immigrant and Migrant Services,
Operations - Canada.

~~OP-5850-5-1~~

FORMATION HÔTELIÈRE EN MARTINIQUE.

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Would you please review the visa officer's submission
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R.S. Hall.



TO
A

MEMORANDUM

CLASSIFICATION

J.H.
J. Hunter,
Directeur,
Opérations de la Main-d'oeuvre

Mr. Hall
For action per
J.H.
19-11-73
YOUR FILE No.
Votre dossier

OUR FILE No. 5850-6-36
Notre dossier

FROM
De

pour le Directeur général,
Service étranger

DATE le 19 novembre 1973

FOLD

SUBJECT
Sujet

Formation hôtelière en Martinique

1. Vous trouverez ci-joint un rapport d'un de nos agents oeuvrant à Port of Spain dont la conclusion en page 3 pourrait vous intéresser.
2. Si les points soulevés par Monsieur Yelle dans sa conclusion s'avèrent véridiques et "faisables" nous vous serions reconnaissants de nous faire parvenir vos commentaires à ce sujet, notamment sur les débouchés qu'offrirait la région du Québec aux diplômés de cette école si la formation donnée s'avère valable.

Directeur des opérations,
Service étranger

G.M. Mitchell



Government
of Canada

Gouvernement
du Canada

MEMORANDUM

NOTE DE SERVICE

TO : Directeur, Operations Techniques,
Attention: Section Rapports et Representation

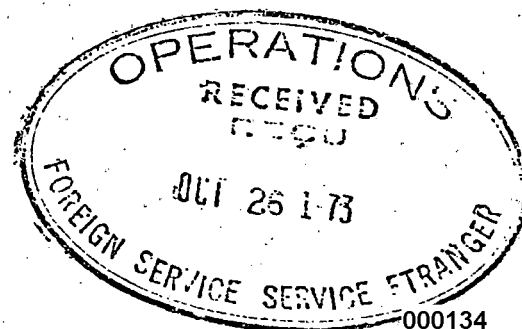
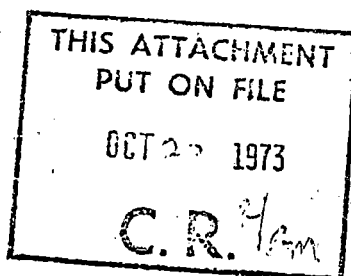
FROM : Premier Secrétaire,
DE : Haut-commissariat du Canada
Main d'oeuvre et Immigration - Port of Spain

SECURITY-CLASSIFICATION-DE SÉCURITÉ
OUR FILE-N/RÉFÉRENCE IM-5450-4-557/649
YOUR FILE-V/RÉFÉRENCE
DATE 17th October, 1973

SUBJECT
OBJET RAPPORT SUR L'ECOLE HOTELIERE DE LA MARTINIQUE

1. Vous trouverez ci-joint un court rapport "spontané" qui donne un aperçu de l'organisation et du fonctionnement de l'Ecole Hotelière de Martinique.
2. Certaines des conclusions tirées par M. Yelle dans son rapport sont d'intérêt bien présent, étant donné nos projets de favoriser un mouvement plus important de Martiniquais et de Guadeloupéens vers le Canada. Lors de mon prochain voyage en Martinique, je compte bien relever ces données dans mes pourparlers avec le représentant du BUMIDOM afin d'en faire préciser les ramifications eu égard aux modalités éventuelles d'un recrutement de gradués de l'Ecole par l'industrie Hotelière Canadienne.

Jacques C. Cardin



000134



Gouvernement
du Canada

MEMORANDUM

NOTE DE SERVICE

Premier Secrétaire
Haut-commissariat du Canada
Main d'oeuvre et Immigration-Port of Spain

R.J. Yelle
Deuxième Secrétaire

L'Ecole Hôtelière de la Martinique

SECURITY-CLASSIFICATION-DE SÉCURITÉ
OUR FILE-N/RÉFÉRENCE IM-5450-4-557/649
YOUR FILE-V/RÉFÉRENCE
DATE le 10 Octobre 1973

1. L'Ecole Hôtelière de la Martinique fut créée en 1966 à la suite de prospection dans les Antilles et en vue d'une création d'hôtels. Elle fut tout d'abord connue sous le nom "Ecole Hôtelière des Antilles Françaises" et devint par la suite "l'Ecole Hôtelière de la Martinique", sur le type Hôtel Ecole d'Application aux métiers d'hôtellerie répandu dans plusieurs pays d'Europe.

2. C'est à l'âge de dix sept ans révolus que les élèves font leur demande. S'ils sont acceptés ils suivront pendant deux années un programme d'étude débouchant sur les C.A.P. Ces programmes sont les suivants:

I) C.A.P. Réception comprenant:

Accueil en général
Réservation
Secrétariat d'hôtel
Main Courante
Standard

II) C.A.P. Etages comprenant:

Accueil de la chambre
Tenue de la chambre
Lingerie
Couture

III) C.A.P. Restaurant comprenant:

Service des tables
Bar

IV) C.A.P. Cuisine comprenant:

Carte
Menu
Collectivité
Pâtisserie d'hôtel

- 2 -

L'Ecole avait un programme de formation pour adultes (type F.P.A.). Le stage était de courte durée et comprenait un enseignement très technique. Ceci fut abandonné tôt en 1973.

3, Plan de scolarité.

L'enseignement comprend tout d'abord:

- I) Une semaine scolaire classique et technique. Les matières suivantes sont étudiées:

Français, expression écrite et orale
Géographie touristique: Antilles, Amérique du Nord,
Amérique du Sud, Amérique Centrale
Calcul professionnel
Législation du travail
Instruction civique
Anglais audio visuel, dix heures par semaine
Cours additifs

Au total l'enseignement est de 35 heures par semaine.

- II) Une semaine de technique pure

Ceci est basé sur la mise en condition de l'élève face aux problèmes réels de la profession. Chaque journée est précédée, coupée ou suivie d'un cours de démonstration ou de technologie professionnelle s'appliquant à la tâche à accomplir journallement. Elle comprend deux sections bi-valentes:

- a) Les étages pratiqués par le restaurant. A la fin de leur stage les étudiants devront présenter une épreuve de cette discipline au C.A.P.
- b) Le restaurant. Les étudiants font là des stages cours d'initiation et d'information dans les autres services.

La scolarité est coupée au milieu de l'année par des stages professionnels s'effectuant dans les divers hôtels de l'île, les plus recommandables sur le plan de l'expérience professionnelle et de l'enrichissement du stagiaire. Ces stages se déroulent parfois hors de la Martinique, soit en Guyane ou dans les îles anglophones.

4. Débouchés

A ce jour il y a eu peu de difficultés. Des placements ont été trouvés dans divers hôtels de la Martinique, de la Guyane, de Ste. Lucie et du Canada. Des finissants de l'école sont à l'emploi des lignes de navigation faisant le trajet Miami-Trinidad. Certains sont employés en Italie, Suisse ou en Grèce par la voie du Club Méditerranéen; d'autre le sont en Allemagne, en Angleterre et naturellement plusieurs le sont dans divers coins de la France.

Il est à remarquer que l'Ecole Hôtelière procure des placements sans être tenu à le faire. A cela s'ajoute certains qui partent en Métropole ou ceux qui abandonnent provisoirement le métier. Comme dans plusieurs maisons d'enseignement au Canada, on déplore le fait

- 3 -

que les finissants ne donnent pas de leurs nouvelles une fois qu'ils se sont casés.

A chaque année la rentrée compte environ 75 élèves. Depuis la création de l'hôtel en 1966, trois cents élèves ont été gradués. Il est à remarquer que cette année trente trois finissants sur trente cinq ont été reçus.

Comme le faisait remarquer le Directeur, l'école voudrait bien placer au Canada beaucoup plus de leurs gradués mais il n'est pas question de les envoyer seulement avec leur musette. Il faudra beaucoup plus si on veut les accueillir chez nous.

5. Choix des formateurs

On exige d'eux une compétence professionnelle indiscutable - cinq années de formation. Bien que cette compétence technique et professionnelle soit souhaitable, il arrive que l'on engage des anciens élèves de l'Ecole Hôtelière de la Martinique. Ainsi dans l'optique de la promotion martiniquaise, quatre anciens furent engagés en 1968.

L'Ecole comprend douze moniteurs, cinq professeurs de l'enseignement général détachés du lycée technique. Le Directeur actuel est un ancien de l'Ecole Supérieure d'Hôtellerie de Tourisme de la Côte d'Azur.

6. Conclusion

a) Si un mouvement spécial comprenant entre autres occupations celle de l'hôtellerie devait s'effectuer entre le Canada et la Martinique, il est à remarquer qu'il faudrait que les finissants aient en arrivant au pays, un emploi assuré. Il ne sera jamais question comme le fait remarquer le Directeur de les envoyer "seulement avec leur musette".

b) L'hôtellerie est en pleine expansion au Canada et les dirigeants de diverses grandes chaînes d'hôtels entre autres Canadien National (C.N.) et Canadien Pacifique (C.P.) recherchent une main- d'oeuvre formée selon la tradition européenne.

c) Face à une pénurie de main-d'oeuvre qualifiée, il est probable que ces dirigeants accueillent chez eux les finissants de l'école. Il faudra que cette optique soit étudiée et les contacts établis.

d) Si les finissants se rendent tout d'abord au Québec, il est possible que par après ils aillent ailleurs au Canada et fassent bénéficier l'industrie hôtelière canadienne. Seule une étude de rentabilité nous permettra de découvrir le bien-fondé de cette affirmation.

Raymond J. Yelle

Raymond J. Yelle

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Government
of Canada

Gouvernement
du Canada

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TO - A

TRANSLATION SERVICES

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Day - Jour Month - Mois Year - Année

28 November 1973

Document to be Translated - Document à traduire

Memo to Director General, Quebec Region
OP5850-5-1

Date Required - Demandé pour le

Day - Jour Month - Mois Year - Année

A.S.A.P.

Contact - Pour renseignements

J. S. McIntosh - Room B-1100

Telephone - Téléphone

6-6232

Languages - Langues

FROM Du/de English 2

Department - Ministère

Branch - Direction

Division

Manpower & Immigration Operations

Immigrant & Migrant
Services

TO Vers le French 1

Special Instructions - Indications spéciales

Authorizing Officer - Agent autorisé

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0.9.5850-6-36

Director-General,
Quebec Region, Montreal,

a. p. je

Attn: Mrs. M.T. O'Connell.

Chief,
Immigrant and Migrant Services,
Operations - Canada.

~~OP-5850-5-1~~

FORMATION HÔTELIÈRE EN MARTINIQUE.

Attached is a memorandum from the Director of Operations,
Foreign Service concerning the immigration of hotel
staff from Martinique.

Would you please review the visa officer's submission
and provide me with your comments.

R.S. Hall.

cc G.S. McIntosh de
cc R.S. Hall de
cc Dept. file W. Merno

0.P.5850-6-36

~~0.P.5850-5-1~~
le 3 décembre.

Pour: Le Directeur général;
Région du Québec, Montréal

A.s. de Madame M.T. O'Connell

Origine: Le Chef,
Services aux immigrants et aux migrants,
Opérations Canada

Objet: Formation hôtelière à la Martinique

Vous trouverez ci-joint la note de service que nous a envoyée le
Directeur des opérations (Service étranger) au sujet de
l'émigration de personnel hôtelier en provenance de la Martinique.

Veuillez étudier le rapport soumis par l'Agent des visas et me
faire part de vos observations.

injt
R.S. Hall

TRANSCRIPTION
M 2-1
TRANSLATION

Init. _____



Government
of Canada

Gouvernement
du Canada

REQUEST FOR TRANSLATION DEMANDE DE TRADUCTION

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D/J	M/M	Y/A											
Initials - Initiales													

4 ORIGINATOR
CLIENT

000142

OP. 5850-6-36

Director-General,
Quebec Region, Montreal,

Attn: Mrs. M.T. O'Connell.

Chief,
Immigrant and Migrant Services,
Operations - Canada.

OP-5850-5-1

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Attached is a memorandum from the Director of Operations,
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R.S. Hall.

MEMORANDUM

CLASSIFICATION



TO
A

J.H.
J. Hunter,
Directeur,
Opérations de la Main-d'oeuvre

Mr. Hall
For action per.
J.H.
19-11-73

YOUR FILE No.
Votre dossier

OUR FILE No. 5850-6-36
Notre dossier

FROM
De

pour le Directeur général,
Service étranger

DATE 1e 19 novembre 1973

FOLD
SUBJECT
Sujet

Formation hôtelière en Martinique

1. Vous trouverez ci-joint un rapport d'un de nos agents oeuvrant à Port of Spain dont la conclusion en page 3 pourrait vous intéresser.
2. Si les points soulevés par Monsieur Yelle dans sa conclusion s'avèrent véridiques et "faisables" nous vous serions reconnaissants de nous faire parvenir vos commentaires à ce sujet, notamment sur les débouchés qu'offrirait la région du Québec aux diplômés de cette école si la formation donnée s'avère valable.

Directeur des opérations,
Service étranger

G.M. Mitchell

5850-6-30

A career in the Hotel - Motel Industry

...is it for me?

A CAREER IN THE HOTEL/MOTEL INDUSTRY -- IS IT FOR ME?

This is a vital decision, perhaps the most important one you will ever make. In thinking about your career, you will probably try and imagine yourself employed in the Industry and, because you know so little about what lies ahead, the following questions may come to mind:

1. Is it a glamorous and exciting Industry or is it all hard work and frustration?
2. Does the Industry offer continual challenges or will I find it unsatisfying after a few years?
3. How far should I continue my education?
4. Will there be opportunities for advancement as I gain experience?
5. What will working conditions be like?
6. Will there be an opportunity for travel?
7. What salary can I expect upon entering the Industry and what salary increases will be available. Will salary increases be similar to those in other industries?



You are wise asking these, and many other questions that may be on your mind, because only in asking questions will you be able to make this big decision wisely.

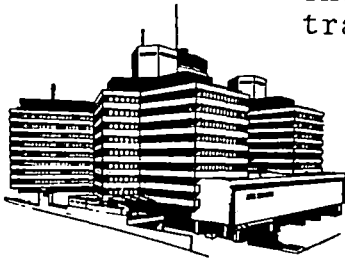
The following is a brief outline of the Hotel and Motel Industry in Canada, and we hope that it will give you a better understanding of what to expect from a career in this Industry.

AN OLD PROFESSION

The business of Innkeeping is an old and respected profession which dates back to about the fifth century B.C. when small inns were simply rooms adjoining private dwellings. Along the trade routes, food and shelter was provided for merchants, pilgrims and travellers. The basic concept of serving the traveller has not changed to the present day. What has changed, however, is the size and comfort of hotels today which offer unlimited facilities and entertainment to their guests.

CLASSIFICATION OF HOTELS

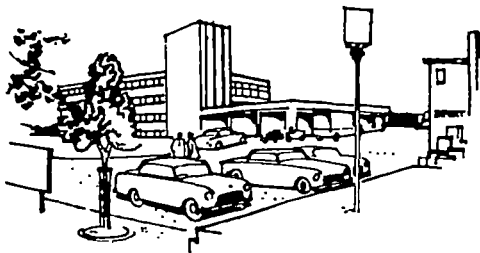
In Canada, as in many other parts of the world, hotels can be classified into three general categories -- Hotels, Motels and Resorts. Hotels are generally located in the centre of cities and towns but in recent years many have been built in the suburbs near business complexes, industrial areas and around airports.



They attract their clientele mainly from business travellers and vacationers in transit. Because of their fine facilities, the hotels also attract many local people who use their convention facilities for meetings and their dining rooms and night clubs for entertainment. Hotels have been extending their facilities to include shopping centres, health studios, complete with swimming pools and steam baths, beauty salons and barber shops, theatres,

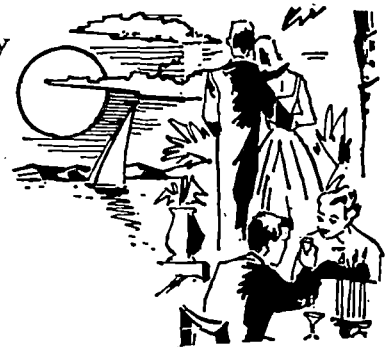
transportation to airports and more.

Motels are generally situated along highways and main traffic arteries and many are found in the suburbs of our cities. There has been a trend in the last few years for motels to locate



in the heart of cities and these motels have called themselves motor hotels or motor inns. This group caters to people travelling by car who prefer a more casual atmosphere than that of a convention hotel.

The resort property is self explanatory and they continue to cater to people who are on vacation who wish to get away from the busy cities for a week or more. Resorts, like hotels and motels have changed a great deal and they now offer many comforts and fine facilities. Due to the popularity of winter sports such as skiing, skidooing, ice fishing, etc., resorts in Canada are now commencing to operate on a year round basis.



There are other types of hotels besides those three mentioned earlier. There is the residential hotel, which is generally located in the city or suburbs, and caters to persons who wish to rent suites on a permanent or long term basis. They are ideal places to live for they combine the conveniences of apartment living, while at the same time providing hotel services. There are hotels which cater to women only, others to men, pensioners and families. In the future, hotels will continue to change in an attempt to cater to the everchanging needs of our society.

SIZE OF THE INDUSTRY

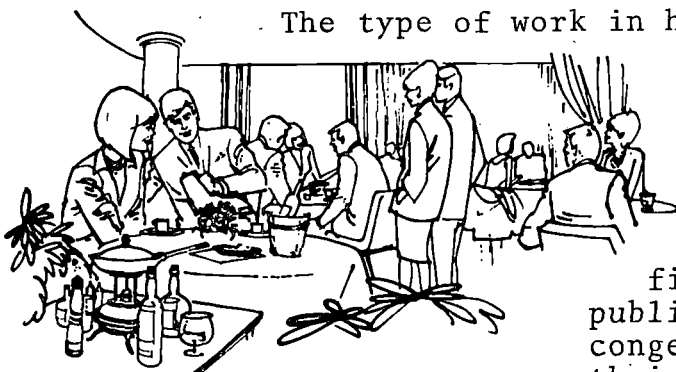
The past decade has seen the Hospitality Industry emerge as a strong economic force and every Province has been able to record substantial growth. The growth of the Industry has been caused by the increasing amount of leisure time available and this has given the public more time to travel. This growth is expected to continue in the foreseeable future, even perhaps at a faster rate. In the Province of Ontario alone there are approximately 1,225 hotels, 1700 motels, 1000 resorts and 4000 cottages and cabins. Throughout Canada our Industry provides employment to approximately a quarter of a million people.

IS THE INDUSTRY CHANGING WITH THE TIMES?

In the past, most hotel operations were owned and operated by families, the whole family participating in all phases of the operation, including cooking, housekeeping and serving of food and beverages. Today the innkeeping profession, like many others, has become very specialized. While some family operations still exist, the vast majority of hotels are owned and operated by professional people. These operations are using the most up-to-date systems and techniques in order to provide the best service possible to guests of their establishment. Computers have been adapted to the Industry and they will play an all important role in the future in reservations, billing and all phases of accounting. The hotels and motor hotels of the future will be show pieces of the community, offering unlimited facilities to their guests. What is needed in the hospitality industry at present is enthusiastic, ambitious young people to begin training for the special skills which will be required to run these complex operations of the future.

WHAT REWARDS LIE AHEAD

How many times have you heard the statement "I enjoy working with people?" Well, ours is a people industry and one of the pre-requisites is that you enjoy helping and serving others. There is much personal reward and satisfaction to be obtained from knowing that as a result of your careful planning and hard work, so many people have enjoyed the comforts and services made available by you and your staff.



The type of work in hotels and motels is often varied and generally very interesting. Decor and atmosphere can vary from the homey type establishments to the most luxurious or sophisticated properties. Working in these pleasant surroundings can be very enjoyable. You will find that the frame of mind of the public you will be serving is largely congenial because they are enjoying their leisure time and as a result working conditions are usually pleasant.

Women too can play a prominent role because the industry offers challenging careers in the departments of housekeeping, food management, personnel management, accounting, reservations, sales, public relations, entertainment and many others.

As in all other industries, opportunities for advancement depend upon the initiative of the individual. Many of today's General Managers started their careers as bellmen or waiters, but today it is a highly unlikely possibility this could happen as managerial staff are required to have formal education plus training in all phases of operations before being offered top management positions.

JOB CLASSIFICATIONS

The primary job classifications in our Industry are referred to as professional, middle management, skilled and semi-skilled. The professional category includes such positions as President, Vice President, Manager and Resident Manager. In general, these professional jobs require a formal education, on-the-job training and many years of experience. These people clearly understand how each department in an operation functions. Middle Management positions are the Department Heads, for example, the chief accountant, executive chef, food and beverage manager, director of sales, personnel manager, front office manager, chief engineer and housekeeper. In very large hotels there may be a convention manager, entertainment director, public relations director and other middle management positions.

Examples of the positions in the skilled category are office secretaries, accounting clerks, front desk and reservations personnel, maitre d' hotel, captains, waiters, bartenders, cooks, cashiers, night auditor and assistant housekeeper. These people have received on-the-job training and have perfected their skills through many years of experience.

The semi-skilled jobs are filled by persons who have had very little in the way of formal education or on-the-job training in the industry. Examples of jobs in this category are apprentice cook, bar boy, bus boy, dishwasher, houseman, maid, porter and utility man.

The advantages of working in the hotel/motel industry are that the training received is very closely related to other institutions such as management of restaurants, mass feeding in universities, colleges, hospitals, factories and military installations. There is also a demand for hotel trained personnel to sell products and services to our industry and to the other institutions.

PERSONAL QUALIFICATIONS

Ours is a service industry, operating 24 hours a day, seven days a week through all holidays, serving the needs of the traveller in whatever mood he may be in. The employees generally work in shifts and the number of hours worked and the vacation time received is comparable to other industries. One of the important qualifications for many positions in the hotel/motel field is a genuine liking for dealing with people. Important too

is a pleasant personality and a willingness to work hard with enthusiasm and energy to do a good job to the best of your ability. If you have these personal qualifications, you will be well equipped to sense the needs and desires of others and to you, the hotel/motel industry offers a rewarding career.

EDUCATIONAL QUALIFICATIONS

Your success in our industry will be greatly assisted by your formal education. Your education opens the doors for you and gives employers an indication of your potential. Once employed, however, it is up to the individual to produce and show how he or she can apply their education together with on-the-job training to improve the efficiency of the organization. As in most professions, the person with more education can commence working at the higher level and can obtain a higher salary.

Because the demand for formal education has become so important many hotel employees continue to take extension courses after leaving college. Those persons with little formal education will have to work harder and longer to achieve their goals. Many hotel/motel chain operations offer on-the-job training programmes to employees who may not have had opportunities for formal education but who show a sincere desire and interest in improving their knowledge in the business. Young people in this category would be well advised to contact companies which offer training programmes, prior to leaving school.

HIGH SCHOOL GRADUATES

Young men and women who wish to start their career after graduating from high school can expect jobs which will eventually lead to superintendent or department head positions. They will, of course, have to commence work at the junior level in any particular department. The rate of advancement will depend on performance and not necessarily on formal education. Here are some of the jobs for which a high school graduate can qualify: clerk in accounting office or front desk, storeman, receiving clerk, apprentice cook, waiter, bartender, kitchen steward, cashier, secretary and switchboard operator. Those who perform their jobs well and continue to show interest in their career should expect to be promoted through all the various jobs in a particular department and eventually become the department head.

COLLEGE AND UNIVERSITY GRADUATES.

In the future, Universities in many Provinces in Canada will be offering a degree course in Hotel and Food Administration. The University of Guelph in Ontario was the first University in Canada to offer a degree course and it is anticipated that others will soon follow their example. Graduates from the Universities and Colleges can expect to commence their careers at the junior management level in smaller hotel/motel operations. In the larger chain operations, some graduates are placed in special training programs where they work for a short time in all the different departments. After



obtaining their on-the-job training they then choose the particular department in which they wish to specialize. Many graduates know from working part time in the industry during the years they attended college, which departments they prefer. These people may wish to go directly into areas such as sales, public relations, accounting, food and beverage control or the front office after graduation.

The advantage in having a University Degree or College Certificate is that your rate of advancement is quicker and management is almost within every graduates' reach.

TO THOSE CHANGING THEIR OCCUPATION

In many instances, past experience from former occupations can be very helpful when starting a career in the hotel/motel industry. To persons who wish to change their field of endeavour, it is suggested that they obtain books pertaining to the hotel/motel industry and take extension courses in various phases of the industry before making a decision on whether or not to make the change. Should a person wish to change careers he or she must be prepared to start at a junior level and work their way up through a department. A change of this nature may be difficult in the beginning but if one feels that he or she is going to be happier in this new field, then the rewards and satisfaction will be theirs in the end.

SPECIALIZED TRAINING

There are few industries in Canada where training is stressed as much as it is in the Hospitality Industry. Existing courses in occupational training at the skilled and semi-skilled levels are being expanded and improved. In the Province of Ontario there are several Colleges of Applied Arts and Technology teaching subjects directly related to the hotel/motel industry. Persons completing these training programs tend to specialize in one department and jobs are available to them at the semi-skilled levels.

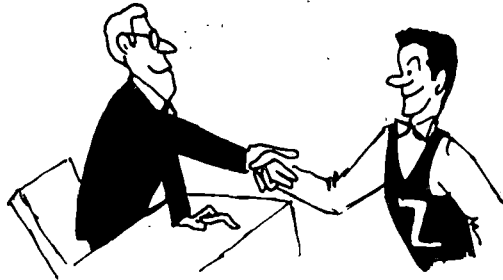
ADVICE TO STUDENTS

Students with a keen interest, when investigating the hotel and motel industry as a career, should first discuss it with their parents; secondly, talk to the guidance teacher at school and thirdly, talk to as many people as possible who work in the industry. The managers of hotels are always cooperative when discussing the industry with interested students, but do ensure that an appointment is made with the manager's secretary before going to the hotel.

There are part time or summer jobs available to students in the industry. These jobs provide first hand experience and on-the-

job training which will give students a better insight into the industry. It is wise to apply for part time or summer jobs well in advance as there are many students looking for employment on this basis. Your inquiries should be addressed directly to the hotel, motel or resort, in care of the manager.

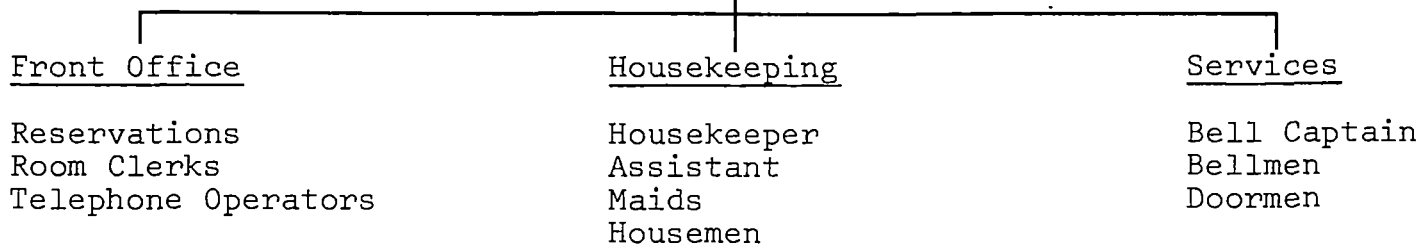
Determining your career is an important decision, think it over carefully. Whatever your decision is, we wish you success.



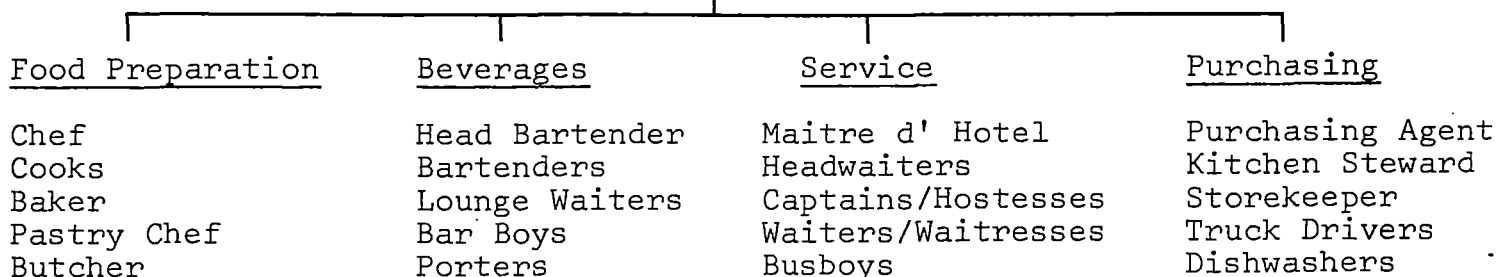
Thank you for taking the time to read this booklet. We hope it has given you some insight into the hotel and motel industry.

GENERAL MANAGER

ROOMS Front Office Manager



FOOD AND BEVERAGES Food and Beverage Manager



ACCOUNTING

Chief Accountant

Income Auditor
Accounts Receivable
Accounts Payable
Payroll Clerk
General Cashier
Front Desk Cashiers
Dining Room Cashiers
Night Auditor
Receiving Clerk
Timekeeper

ENGINEERING

Chief Engineer

Assistant Engineer
Electricians
Carpenter
Painter
Plumber
Utility Man

SECURITY

House Officer

Watchman

CONCESSIONS

Beauty Salon
Barber Shop
Mens Clothing
Ladies Boutique
Checkrooms
Parking
Florist
Car Rental
Ticket Agency
Cigar and News
Stand
Drug Store

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Positions which require extensive training, experience and education

TITLE	DEPARTMENT	JOB DESCRIPTION	ADVANCING TO
General Manager	Entire Hotel	Responsible for functioning of all departments at the highest level of efficiency	Vice President
Resident Manager	Front Office	Assists General Manager and takes charge in his absence. Handles guest complaints	General Manager
Chief Accountant	Accounting	Responsible for control of revenue, expenses, payroll and financial reports	Resident Manager
Sales Manager	Sales	Promotes and sells rooms, convention facilities for meetings banquets and receptions	Director of other operations
Food and Beverage Manager	Food Service	Supervises all activities pertaining to service of food and beverage.	Resident Manager
Banquet Manager	Food Service	Responsible for the sale and supervision of banquet functions	Director of Food and Beverage
Chef	Food Preparation	Supervises preparation of all food in the kitchen	Executive Chef supervising other operations
Purchasing Agent		Responsible for the purchase of all supplies	Purchasing Director in charge of other operations
Housekeeper	Housekeeping	In charge of all housekeeping personnel. Responsible for cleanliness of all guest and public rooms	Executive Housekeeper supervising other operations
Chief Engineer	Maintenance	Responsible for the upkeep and maintenance of the entire building and all its fixtures	Director of Maintenance Supervising other Operations

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Jobs where special training is required

TITLE	DEPARTMENT	JOB DESCRIPTION	ADVANCING TO
Assistant Housekeeper	Housekeeping	Takes charge of a number of maids and reports to the housekeeper	Housekeeper
Assistant Manager	Front Office	Assists Resident Manager and takes charge of peculiar circumstances that arise	Resident Manager
Auditor	Accounting	Responsible for balancing the daily transactions and submits financial reports	Assistant Accountant
Bartender	Beverage Service	Prepares cocktails and drinks	Head Bartender
Cashier	Front Office	Records transactions to guest accounts. Makes final settlement with guest at check out time	Head Cashier
Assistant Engineer	Maintenance	Responsible for heating plumbing, electrical systems and general maintenance.	Chief Engineer
Front Office Manager	Front Office	Supervises the registration and assigning of rooms. Handles all mail, telegrams and messages for guests. Furnishes information about the hotel, community and special attractions.	Resident Manager
Hostess	Food Service	Supervises coffee shop, cafeteria type operations or small dining rooms.	Restaurant Manager
Maitre d' Hotel	Food Service	Responsible for service in dining and banquet rooms	Director of Food and Beverage
Room Clerk	Front Office	Registration of guests and general information	Front Office Manager
Kitchen Steward	Food Preparation	Responsible for cleanliness of the kitchen. Controls inventory of china, glassware and silverware.	Chief Kitchen Steward

-11-

Jobs where no special training is required.

TITLE	DEPARTMENT	JOB DESCRIPTION	ADVANCING TO
Apprentice Cook	Food Preparation	Assists Qualified Cooks in Food Preparation	Cook
Bar Boy	Beverage Service	Aids Bartender, requisitions supplies and keeps bar area clean	Bartender
Bellman	Front Office	Carries luggage for guests. Delivers parcels and registered mail	Bell Captain
Busboy(girl)	Food Service	Clears tables and carries to and from the dining room all that the waiter requires.	Waiter, Waitress
Dishwasher	Food Preparation	Cleans china, glass and silverware and distributes them in the kitchen	Dish Machine Operator
Doorman	Front Office	In charge of taxis and limousines. Assists guests upon arrival and departure.	Superintendent of Service
Houseman	Housekeeping	Sets up and clears function rooms for meetings, exhibits and does general cleaning and vaccuming	Head Houseman
Linen Room Attendant	Housekeeping	Issues guest linen to the maids and keeps inventory of supplies.	Floor Housekeeper
Maid	Housekeeping	Cleans and keeps guest rooms in order	Inspectress
Maintenance Man	Maintenance	General repair and maintenance work in all departments	Maintenance Supervisor
Kitchen Porter	Food Preparation	Responsible for general cleaning in the kitchen	Kitchen Steward

COURSES AVAILABLE IN ONTARIO FOR THE ACCOMMODATION AND
FOOD SERVICE INDUSTRY

SCHOOL OF HOTEL AND FOOD ADMINISTRATION
University of Guelph
Guelph, Ontario

Hotel and Food Administration

- | | |
|------------------------|--|
| Length of course | - 4 years |
| Admission Requirements | - Ontario Grade 13 or equivalent standing with a minimum 60% average in mathematics A, chemistry, physics or biology and three other acceptable credits. |
| Tuition Fees | - \$475.00 a year (2 semesters) |
| Degree | - Honors degree in food and hotel administration |
| Residences | - Accommodation available on campus on a first come, first accepted basis |
| Enrolment date | - September |

RYERSON POLYTECHNICAL INSTITUTE
50 Gould Street
Toronto 2, Ontario

Hotel and Restaurant Administration

- | | |
|------------------------|---|
| Length of Course | - 3 years (commencing Sept. 1971 a fourth year is to be offered) |
| Admission requirements | - Grade XII (Ontario) |
| Fees | - 1st Semester: \$162.00; 2nd, 3rd, 4th and 5th Semesters - \$159.00; 6th Semester - \$169.00 |
| Diploma* | - On graduation |

*Granting of degree on completion of four year course is anticipated

Home Economics

- | | |
|-----------------------|--|
| Length of course | - 3 years |
| Entrance Requirements | - Grade XII (Ontario) |
| Fees | - 1st Semester - \$162.00; 2nd, 3rd, 4th and 5th Semesters - \$150.00; 6th Semester - \$169.00 |

Evening Courses in Hotel, Resort and Restaurant Management

KEMPTVILLE COLLEGE OF AGRICULTURAL TECHNOLOGY
Kemptonville, Ontario

Home Economics Course

- | | |
|-------------------------------|------------------------------|
| Length of Course | - 2 years or 4 semesters |
| Enrolment date | - January, May and September |
| Admission requirements | - Grade XII (Ontario) |
| Diploma in Home Economics | - On Graduation |
| Approximate cost per semester | - \$425.00 |

COMMUNITY COLLEGES

ALGONQUIN COLLEGE, Woodroffe Campus
1385 Woodroffe Avenue
Ottawa 5, Ontario

Apprenticeship Course - Baking
 - Chef Training

CAMBRIAN COLLEGE, North Bay Campus
Worthington at Ferguson
North Bay, Ontario

Three Year Course - Food Processing
Two Year Course - Hotel and Restaurant Administration
 - Food Service Technician

CAMBRIAN COLLEGE, Sault Ste. Marie Campus
443 Northern Avenue
Sault Ste. Marie, Ontario

Apprenticeship Course - Chef Training
Two Year Course - Hotel and Restaurant Administration
One Year Course - Cook Training

CENTENNIAL COLLEGE
651 Warden Avenue
Scarborough, Ontario

Three Year Course - Food Administration
Two Year Course - Food Service Management

CONFEDERATION COLLEGE, c/o Sir Winston Churchill Collegiate
Parkway Drive
Fort William, Ontario

Two Year Course - Hotel and Restaurant Administration

FANSHAWE COLLEGE
1460 Oxford Street
London, Ontario

Two Year Course - Food Service Management

GEORGE BROWN COLLEGE
21 Nassau Street
Toronto 2B, Ontario

Apprenticeship Course - Baking
 - Chef Training
Two Year Course - Food Service Supervisor
One Year Course - Cook Training
Short Courses - Dining Room Service

GEORGIAN COLLEGE
165 Wellington St. W.
Barrie, Ontario

Two Year Course - Resort Operation

HUMBER COLLEGE
Humber College Boulevard
Rexdale, Ontario

Three Year Course - Food Administration
Two Year Course - Food Service Supervisor
One Year Course - Cook Training

LAMBTON COLLEGE
South Vidal Street
Sarnia, Ontario

Two Year Course - Food Service Management

NIAGARA COLLEGE
Woodlawn Road
Welland, Ontario

Two Year Course - Hotel and Food Service

ST. CLAIR COLLEGE
660 Ouellette Avenue
Windsor, Ontario

Three Year Course - Food Processing

SHERIDAN COLLEGE
96 Church St. E.
Brampton, Ontario

Two Year Course - Hotel and Restaurant Administration

ST. LAWRENCE COLLEGE, Cornwall Campus
1500 Cumberland Street
Cornwall, Ontario

Two Year Course - Food Service Technician

ST. LAWRENCE COLLEGE, Kingston Campus
Van Order Drive
Kingston, Ontario

Two Year Course - Food Service Technician

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CENTRALIA COLLEGE OF AGRICULTURAL TECHNOLOGY
Huron Park, Ontario

Home Economics

Length of Course - two years

CENTRAL TECHNICAL SCHOOL
725 Bathurst Street
Toronto 4, Ontario

Dietary Supervisors' Course

Length of Course - 2 years
Entrance Requirements - Students may have completed successfully Grade X of any 4- or 5- year secondary school programme.

BRACEBRIDGE AND MUSKOKA LAKES SECONDARY SCHOOL
Bracebridge, Ontario

Food Service Training Course

Entrance Requirements - Grade X. Students must show desire to enter the general field of catering.
Length of Course - 2 years (Grade XI and XII)
Diploma - Secondary School Graduation diploma
- Food Service and Preparation

H. B. BEAL SECONDARY SCHOOL
525 Dundas Street
London, Ontario

Dietary Supervisors' Course

ONTARIO CHAPTER - HOTEL SALES MANAGEMENT ASSOCIATION
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Holiday Inn - 150 King St. E.
Hamilton, Ontario

Four meetings per year dealing with education in the sales field.

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| <input type="checkbox"/> A Guide to the Selection, Combination and Cooking of Foods, Vol. 2, \$18. | <input type="checkbox"/> Making Ads Pay, \$2.10. | <input type="checkbox"/> The Art and Science of Modern Innkeeping, \$10.35. |
| <input type="checkbox"/> American Culinary Art, \$7.50. | <input type="checkbox"/> Management Decisions by Objectives, \$10.75. | <input type="checkbox"/> The Art of Flambé Cooking, \$7.50. |
| <input type="checkbox"/> An encyclopedia of Chinese Food and Cooking, \$21.95. | <input type="checkbox"/> Management of People in Hotels, Restaurants & Clubs, \$7.20. | <input type="checkbox"/> The Bakers' Manual, \$8.10. |
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| <input type="checkbox"/> A World of Vegetable Cookery, \$10.75. | <input type="checkbox"/> Meat Evaluation Handbook, \$7.50. | <input type="checkbox"/> The Correct Maid for Hotels and Motels, \$1.75. |
| <input type="checkbox"/> Bartender's Guide, \$5.95. | <input type="checkbox"/> Meat Handbook, new edition, \$13.00. | <input type="checkbox"/> The Correct Waitress, \$1.75. |
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| <input type="checkbox"/> Catering, \$5.75. | <input type="checkbox"/> 100 to Dinner, \$6.95. | <input type="checkbox"/> The Franchise Boom, \$15.50. |
| <input type="checkbox"/> Diet Manual, \$6.95. | <input type="checkbox"/> Office Administration Handbook, \$24.75. | <input type="checkbox"/> The Freezing Preservation of Foods, Vol. 4, freezing of Precooked and Prepared Foods, \$23.00. |
| <input type="checkbox"/> Easy Steps to Higher Profits by Food and Beverage Cost Control, \$1.50. | <input type="checkbox"/> Personnel, \$16.60. | <input type="checkbox"/> The Full House, \$7.50. |
| <input type="checkbox"/> Edgewater Beach Hotel Salad Book, \$8.50. | <input type="checkbox"/> Planning and Operating Motels and Motor Hotels, \$12.75. | <input type="checkbox"/> The Graham Kerr Cookbook, \$8.95. |
| <input type="checkbox"/> Escoffier Cookbook, \$7.50. | <input type="checkbox"/> Practical Baking, \$16. | <input type="checkbox"/> The Guide to Convenience Foods, \$24.95 |
| <input type="checkbox"/> Every Customer is My Guest, \$1.50. | <input type="checkbox"/> Practical Bar Management, \$6.95. | <input type="checkbox"/> Recipe card files (2) for above, \$8.95 |
| <input type="checkbox"/> Expense and Payroll Dictionary, \$4.80. | <input type="checkbox"/> Practical Cookery, \$3.60. | <input type="checkbox"/> The no-Iron Laundry Manual, \$2.00. |
| <input type="checkbox"/> Floors and Floor Maintenance, \$3.60. | <input type="checkbox"/> Preparing Tomorrow's Business Leaders Today, \$13.25. | <input type="checkbox"/> The Practice of Management, \$9.95. |
| <input type="checkbox"/> Foodbook, \$18.75. | <input type="checkbox"/> Production of Pre-cooked Frozen Foods for Mass Catering, \$12.95. | <input type="checkbox"/> The Professional Chef, \$16.35. |
| <input type="checkbox"/> Food for Fifty, \$12.50. | <input type="checkbox"/> Professional's Recipe Master, \$17.25. | <input type="checkbox"/> The Professional Chef's Book of Buffets, \$14.00. |
| <input type="checkbox"/> Food Science, \$16.00. | <input type="checkbox"/> Profitable Cafeteria Operation, \$11.50. | <input type="checkbox"/> The Russian Cookbook, \$6.50. |
| <input type="checkbox"/> Food Service Planning, \$14.75. | <input type="checkbox"/> Profitable Food & Beverage Operation, \$11.50. | <input type="checkbox"/> The Selection and Maintenance of Commercial Carpets, \$2.40. |
| <input type="checkbox"/> Food Service in Institutions, \$15.75. | <input type="checkbox"/> PROFITABLE FOOD SERVICE MANAGEMENT, Set of 9 booklets as detailed below, \$13.50. If individual booklets required: | <input type="checkbox"/> The Selection, Care & Laundering of Institutional Textiles, \$2.40. |
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| <input type="checkbox"/> Foodservice and Lodging in Canada, \$25. | <input type="checkbox"/> #2 — through employee and management meetings, \$2.00. | <input type="checkbox"/> The Thousand Recipe Chinese Cookbook, \$11.95. |
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| <input type="checkbox"/> Gourmet's Basic French Cookbook, \$16.95. | <input type="checkbox"/> #5 — through job evaluation, \$2.00. | <input type="checkbox"/> How to Finance a Restaurant, \$17.50. |
| <input type="checkbox"/> Gourmet Menu Cookbook, \$16.95. | <input type="checkbox"/> #6 — through worker motivation, \$2.00. | <input type="checkbox"/> How to Control Costs, \$17.50. |
| <input type="checkbox"/> Gourmet Table Service — A Professional Guide, \$9.75. | <input type="checkbox"/> #7 — through performance appraisals \$2.00. | <input type="checkbox"/> How to Build Volume, \$17.50. |
| <input type="checkbox"/> Grossman's Guide to Wines, Spirits & Beers, \$10.75. | <input type="checkbox"/> #8 — through counselling and Inter-communications, \$2.00. | |
| <input type="checkbox"/> Gueridon and Lamp Cookery, \$6.95. | <input type="checkbox"/> #9 — through recruitment and selection of employees, \$2.00. | <input type="checkbox"/> Towards an integrated approach to Hotel Planning, \$15. |
| <input type="checkbox"/> Hering's Dictionary of Classical and Modern Cookery, \$14.95. | <input type="checkbox"/> Quantity Cookery, \$8.50. | <input type="checkbox"/> Understanding Cooking, \$6. |
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| <input type="checkbox"/> How to Promote Your Restaurant, \$7.25. | | <input type="checkbox"/> Work Analysis and Design for Hotels, Restaurants and Institutions, \$20.50. |
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GENERAL MANAGER

ROOMS Front Office Manager

Front Office

Reservations
Room Clerks
Telephone Operators

Housekeeping

Housekeeper
Assistant
Maids
Housemen

Services

Bell Captain
Bellmen
Doormen

FOOD AND BEVERAGES Food and Beverage Manager

Food Preparation

Chef
Cooks
Baker
Pastry Chef
Butcher

Beverages

Head Bartender
Bartenders
Lounge Waiters
Bar Boys
Porters

Service

Maitre d' Hotel
Headwaiters
Captains/Hostesses
Waiters/Waitresses
Busboys

Purchasing

Purchasing Agent
Kitchen Steward
Storekeeper
Truck Drivers
Dishwashers

ACCOUNTING

Chief Accountant

Income Auditor
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Accounts Payable
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Front Desk Cashiers
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Night Auditor
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Chief Engineer

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Plumber
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Watchman

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-11-

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- Degree - Honors degree in food and hotel administration
- Residences - Accommodation available on campus on a first come, first accepted basis
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50 Gould Street
Toronto 2, Ontario

Hotel and Restaurant Administration

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- Diploma* - On graduation

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Home Economics

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Evening Courses in Hotel, Resort and Restaurant Management

KEMPTVILLE COLLEGE OF AGRICULTURAL TECHNOLOGY
Kemptonville, Ontario

Home Economics Course

- Length of Course - 2 years or 4 semesters
- Enrolment date - January, May and September
- Admission requirements - Grade XII (Ontario)
- Diploma in Home Economics - On Graduation
- Approximate cost per semester - \$425.00

COMMUNITY COLLEGES

ALGONQUIN COLLEGE, Woodroffe Campus
1385 Woodroffe Avenue
Ottawa 5, Ontario

Apprenticeship Course - Baking
 - Chef Training

CAMBRIAN COLLEGE, North Bay Campus
Worthington at Ferguson
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Two Year Course - Hotel and Restaurant Administration
 - Food Service Technician

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Sault Ste. Marie, Ontario

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One Year Course - Cook Training

CENTENNIAL COLLEGE
651 Warden Avenue
Scarborough, Ontario

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Two Year Course - Food Service Management

CONFEDERATION COLLEGE, c/o Sir Winston Churchill Collegiate
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Two Year Course - Hotel and Restaurant Administration

FANSHAW COLLEGE
1460 Oxford Street
London, Ontario

Two Year Course - Food Service Management

GEORGE BROWN COLLEGE
21 Nassau Street
Toronto 2B, Ontario

Apprenticeship Course - Baking
 - Chef Training
Two Year Course - Food Service Supervisor
One Year Course - Cook Training
Short Courses - Dining Room Service

GEORGIAN COLLEGE
165 Wellington St. W.
Barrie, Ontario

Two Year Course

- Resort Operation

HUMBER COLLEGE
Humber College Boulevard
Rexdale, Ontario

Three Year Course

- Food Administration

Two Year Course

- Food Service Supervisor

One Year Course

- Cook Training

LAMBTON COLLEGE
South Vidal Street
Sarnia, Ontario

Two Year Course

- Food Service Management

NIAGARA COLLEGE
Woodlawn Road
Welland, Ontario

Two Year Course

- Hotel and Food Service

ST. CLAIR COLLEGE
660 Ouellette Avenue
Windsor, Ontario

Three Year Course

- Food Processing

SHERIDAN COLLEGE
96 Church St. E.
Brampton, Ontario

Two Year Course

- Hotel and Restaurant Administration

ST. LAWRENCE COLLEGE, Cornwall Campus
1500 Cumberland Street
Cornwall, Ontario

Two Year Course

- Food Service Technician

ST. LAWRENCE COLLEGE, Kingston Campus
Van Order Drive
Kingston, Ontario

Two Year Course

- Food Service Technician

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CENTRALIA COLLEGE OF AGRICULTURAL TECHNOLOGY
Huron Park, Ontario

Home Economics

Length of Course - two years

CENTRAL TECHNICAL SCHOOL
725 Bathurst Street
Toronto 4, Ontario

Dietary Supervisors' Course

Length of Course - 2 years

Entrance Requirements - Students may have completed successfully Grade X of any 4- or 5- year secondary school programme.

BRACEBRIDGE AND MUSKOKA LAKES SECONDARY SCHOOL
Bracebridge, Ontario

Food Service Training Course

Entrance Requirements - Grade X. Students must show desire to enter the general field of catering.
Length of Course - 2 years (Grade XI and XII)
Diploma - Secondary School Graduation diploma
- Food Service and Preparation

H. B. BEAL SECONDARY SCHOOL
525 Dundas Street
London, Ontario

Dietary Supervisors' Course

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