JUNE 2022 PM#42084516



SASKATCHEWAN'S TOURISM INDUSTRY MAGAZINE





GATHER AGAIN



SEPTEMBER 26-28 DOUBLETREE BY HILTON HOTEL & CONFERENCE CENTRE, REGINA



SEPTEMBER 26-28 DOUBLETREE BY HILTON REGINA This "Must Attend Hospitality Industry Event" will include 3 days of entertainment, informative sessions, networking opportunities and a tradeshow.



302 - 2080 Broad Street Regina, SK S4P 1Y3 102 - 202 4th Avenue N. Saskatoon, SK S7K 0K1 T: (306) 522-1664 F: (306) 525-1944 www.hospitalitysk.ca

All materials are the property of the Saskatchewan Hotel & Hospitality Association and its members.

EXECUTIVE

CHAIR Joel Kish 1st VICE-CHAIR Denny Joyal 2nd VICE-CHAIR Carmen Lien

ZONE DIRECTORS

BRANDED RESTAURANTS Carmen Lien INDIGENOUS TOURISM Darlene Brander

> MOOSE JAW Dave Hill NORTH Brad Dupuis REGINA Gary Hoffert RESORTS Ed Fahlman RSP – Rural Denny Joyal SOUTH Joel Kish

REGINA HOTEL ASSOCIATION Tracy Fahlman Glenn Weir

SASKATOON HOTEL ASSOCIATION Corrine Lund

SALES

WARREN NERBY Director of Communications & Member Services T: (306) 790-1045 info@hospitalitysk.ca

DISTRIBUTION

PRAIRIE ADVERTISING LTD. Regina, Saskatchewan

Publication Mail Agreement #42084516

Return undeliverable mail to: Circulation Department 302 - 2080 Broad Street Regina, SK S4P 1Y3

PRINTED IN CANADA

('ontents

ASSOCIATION NEWS

- 4 CEO MESSAGE Jim Bence, President/CEO
- 6 FOLLOWING IN THE FOOTSTEPS By Meghan Haukaas
- 8 DEAR EMPLOYERS BELONG SASKATCHEWAN
- 9 GATHER AGAIN 2022

INDUSTRY NEWS

- 10 RECONNECTING AND GROWING YOUR BRAND IN 2022
- 11 BUILDING ADVISORY: CARBON MONOXIDE AND SMOKE ALARMS FOR MULTI-UNIT RESIDENTIAL BUILDINGS
- 11 HOW TO FIND WORKERS Daniel Hirschkorn, Saskatoon Immigration & Employment Consulting Inc. (SIECSI)
- 12 ORGANIZING SPECIAL EVENTS Diane Cohoon, Tourism Industry Consultant
- 14 TOURISM AND HOSPITALITY STUDENT WORK PLACEMENT PROGRAM
- 14 RENDEZ-VOUS CANADA & HOSPITALITY SASKATCHEWAN
- 16 SIGN UP FOR TOURISM SASKATCHEWAN RESOURCES
- 17 FEDERATED CO-OP DONATES \$1 MILLION TO SUPPORT WANUSKEWIN'S UNESCO BID



CEO MESSAGE - "HERE IS WHAT WE KNOW RIGHT NOW"



Jim Bence Hospitality Saskatchewan President/CEO

We are all extremely busy, so I will be brief.

Crops are in the ground and summer is here. For many, the prevailing attitude is "Covid? What Covid?"

There is war in Ukraine and Saskatchewan is becoming home for many, some temporarily, others permanently.

- Ukrainians coming to Canada are considered "displaced persons" not refugees.
- Without "refugee status", these newcomers do not qualify for much of the federal funding afforded to those with refugee status.
- The Ukrainian Canadian Congress (UCC) is running point on settlement not the Red Cross.
- Hospitality Saskatchewan sits at the planning table of the Provincial Emergency Operations Committee to support the incredible efforts of the UCC with regards to accommodation and employment.

Instances of human and labour trafficking are soaring, and Hospitality Saskatchewan is at the forefront of training and awareness to assist our members. Contact us for further information.

Inflation on EVERYTHING is layering increased expenses on to almost every line item of our budgets.

- Price of fuel is skyrocketing.
- The cost of goods increasing dramatically.
- PST being applied to almost every aspect of entertainment.

Supply chain issues continue to disrupt our recovery efforts.

Minimum wage will increase to:

- \$13 per hour October 1, 2022,
- \$14 per hour on October 1, 2023,
- \$15 on October 1, 2024.
- This will represent a 27% increase to the minimum wage by 2024.

Consumers are starting to feel the pressure on their wallets and are very conscious of any "discretionary" spending. Faced with increasing prices for their leisure activities, some consumers are making the tough decisions to stay closer to home and spend less. For many of our small businesses, the struggle continues to be very real with many walking the razors edge of remaining open or closing their doors for good.

We all need employees.

- We have made several recommendations, to both provincial and federal governments, in an effort to increase our ability to attract and retain workers.
- We need pan-Canadian consultation and coordination on the labour crisis if we are to develop an effective and meaningful Tourism Recovery Strategy.
- We have asked the federal government to increase the number of permanent residents we can have in Saskatchewan.
- We have asked the federal government to give the provincial government more autonomy with regards to the provincial nominee program (SINP).
- The "Hard to Fill Skills" Pilot Project is proving to be one of the saving graces for the hospitality industry. Although processing times are stretching past targeted timelines, our program is unique in Canada and will be paying huge dividends in the future.



The Government of Saskatchewan announced support of \$1 million to Hospitality Saskatchewan to help us promote careers in Saskatchewan's hospitality and tourism sector. The funding enables Hospitality Saskatchewan to launch an aggressive recruitment strategy, Belong Saskatchewan.

• "Belong Saskatchewan" won't help save summer but may be a solution for Q4 and will most certainly be of considerable value to members in 2023.

We are very pumped for the future.

- Operators have a reason to smile again as Saskatchewan is getting it's swagger back.
- Customers are returning and revenues are following suit.
- Some people are still jerks, but most are happy to be past the mandates and taking it easier on our staff.

Before we know it, we will blink and be at the end of harvest and thinking ahead to 2023. Given what we have learned over the last couple of years, we know life has a way of throwing curveballs and that we must try and enjoy every single solitary moment of what we have left on this great green earth of ours.

Have a safe and profitable summer





FOLLOWING IN THE FOOTSTEPS



Joel Kish Hospitality Saskatchewan Chair of the Board

By Meghan Haukaas

When Joel Kish and his wife decided to take over their family's business eight years ago, they understood the history and responsibility they were taking on. The Ice House in White City has become a staple in Regina and surrounding area, known for their famous (and gigantic) Ice Berg burger.

"We are proud to be a family-owned business and have been for 31 years," Kish said.

As many know, the Ice House has seemingly been around forever. After buying the establishment from his parents, Joel essentially adopted that reputation.

"It makes us feel very special to have something that people love and have loved for years," he said, adding that hospitality has been his entire life. "It's what I grew up with. It's what I know."

As a fourth-generation business owner, dating as far back as his great-grandparents in the 1940s, Kish knows the ins and outs of the service industry.

He has used these experiences to improve on his own business as well as the sector through his position as Chair of the Hospitality Saskatchewan Board of Directors. "I was quite involved with the association before I actually joined the board. When an opportunity for me to take on a position came up, I was excited to do it," Kish said.

This marks the second time that a Kish has served as the head of the board. His father, Norm, served as the President of the Hotels Association of Saskatchewan – the forerunner to Hospitality Saskatchewan – from 2001-03. Norm was known by all for his dedication, passion and enthusiasm as he served the members he represented in the hotel and beverage industry. He was also a vocal member of the Government Relations Committee and was instrumental in the creation of the Uniform Wholesale Liquor Price concept.

Kish said that "this is an industry that I am passionate about and have some familiarity with." He has used the opportunity to help other businesses improve their skills and practices and has give back to the industry.

When asked about his experiences on the board, Kish said "it has had its challenges and was definitely a learning curve, but there are great people on the board who have helped me along the way." He added "it is so important to have a voice. And to have people that have your back, and who will speak to the government about our common goals."

Those goals support the association's main initiative, which is providing the best possible service to customers while simultaneously improving business and in turn improving the province's economy. Kish said one of his biggest contributions while on the board was the introduction of liquor wholesaling, allowing local businesses to sell products in bulk. "That project was very near and dear to my heart, and there were countless hours put in over many years," he said.

He also highlighted the board's involvement in lobbying for an increase in VLT commissions that businesses receive for housing and maintaining machines, as this had never been accomplished in the province's history. Effective April 4, 2022, the rate increased from 15% to 18%. Total commissions are forecast to rise from \$33.3 million to nearly \$40.0 million with this 20% increase.

Issues discussed by the Hospitality Board of Directions are geared towards improving existing Saskatchewan businesses, as well as attracting more people to the industry. But first and foremost, Kish said he always tries to provide the best service in his own restaurant. "Our customers have really had our back throughout the pandemic, so we are happy to return the favour," he said.





Order Desk Hours – Monday - Friday SUMMER 7 a.m. – 5 p.m. WINTER 8 a.m. – 6 p.m. PH **1-800-661-2337** FAX 1-800-262-9653 Internet Ordering @ www.bdl.ca

YOU ARE NOT ALONE: MENTAL HEALTH RESOURCES FOR ALL

Financial struggles, tough economic times, family conflict, and relationship troubles can affect your mental health, and mental health problems can make these challenges even more difficult to navigate. Whether it is for yourself or someone else (an employee, co-worker, friend), there are supports in place that are accessible to you.

- Visit the Canadian Mental Health Association, Saskatchewan Division, website at www.sk.cmha.ca
- Visit Mobile Crisis Services online (www.mobilecrisis.ca) or call one of their helplines (306) 757-0127
- Farm/Rural Stress Line (800) 667-4442
- Healthline 8-1-1

Remember, you are not alone. If you have even the smallest question or concern, contact any of the resources listed above right away.





ASSOCIATION NEWS





Dear Members,

The Government of Saskatchewan announced support of \$1 million to Hospitality Saskatchewan to help us promote careers in Saskatchewan's hospitality and tourism sector.

The funding enables Hospitality Saskatchewan to launch an aggressive recruitment strategy, Belong Saskatchewan. "Belong Saskatchewan" targets domestic and international workers. This program will leverage the Hard-To-Fill Skills Pilot to target individuals living and working in Canada under restricted or temporary conditions and are eager to achieve permanent residency.

Employers wanting access to resumes collected and vetted via the Belong Saskatchewan program must be qualified. Employers become qualified by submitting employer contact information and confirming they have basic Employer of Choice type HR Policies and Programs. To start this process with "Belong Saskatchewan" submit your information by visiting www.hospitalitysk.ca, "News Tab". It takes 4 minutes. If you're qualified, expect to hear from us in about 5 business days. Belong Saskatchewan will work closely with you to get you employees that fit your needs.





GATHER AGAIN 2022



With tremendous excitement, Hospitality Saskatchewan is pleased to announce in partnership with Tourism Saskatchewan and Sysco our 2nd annual tourism industry conference. This year's event will be held in **September 26 – 28th at the Doubletree Hotel & Conference Centre in Regina**.

This "Must Attend Event" will include 3 days of entertainment, informative sessions, networking opportunities, and tradeshow. Featuring a wide variety of exhibitors that supply goods and services to the hospitality & tourism industry, operators will save time and money by shopping, sampling, and discovering the latest solutions from top suppliers to the industry.

- September 26, Tourism Awards Dinner
- September 27, Concurrent Sessions
- September 28, Tradeshow

Register at www.hospitalitysk.ca





RECONNECTING AND GROWING YOUR BRAND IN 2022



The past two years have been quite a rollercoaster for many businesses. Here's a few tips to help your business reconnect with key stakeholders and grow your brand in 2022.

Customer First Approach: Putting your customer first, above all, will be essential to your business' success in 2022. Tweaking minor processes, services or products can help attract a larger customer base. You can improve your products & amp; services to meet their expectations. Overall, this will ultimately lead to better customer service as well.

Focusing on a segment of your audience: Audience segmentation will help you create the right content and offerings to your customers. This will also help your business by making your marketing efforts less generic, and more personalized.

Build the right team: Focus on what you are good at and invest in a team that can help you with the rest of your tasks. Building the right team can be costly, however, you can outsource, and take advantage of government funding, programs, and tax incentives to help hire and train employees.

Be Unique: How do you differentiate yourself and your business from competitors? A competitive analysis will help you identify what competitors in your industry are doing. Conducting a SWOT analysis for your company will also help you differentiate yourself from competitors.

Use new online marketing strategies: The power of social media and digital marketing is limitless when it comes to your business. With over 3.6 billion people using social media globally, it's essential to keep pumping out new and engaging content on social media as part of your strategy in 2022.

Grow your local market with the help of the BBB: Here at the BBB, we are committed to helping you grow your local presence by connecting you with local consumers. With a BBB seal, you can give consumers confidence that your company is legitimate and trustworthy.

Visit bbb.org/get-accredited to learn more about BBB Accreditation and how it can help your business stand out in 2022.





BUILDING ADVISORY: CARBON MONOXIDE AND SMOKE ALARMS FOR MULTI-UNIT RESIDENTIAL BUILDINGS



Effective July 1, 2022, both carbon monoxide (CO) and smoke alarms will be required in all buildings in Saskatchewan which contain a residential occupancy. The design of the building will dictate the number and location of CO and smoke alarms.

This updated advisory provides information for owners of multi-unit residential buildings (MURB) such as motels, and hotels.

Visit: https://publications.saskatchewan.ca/#/products/117380

HOW TO FIND WORKERS



Daniel Hirschkorn Saskatoon Immigration & Employment Consulting Inc. (SIECSI)

It may be accurate to call this current labour shortage the worst of our generation. Most provinces across Canada are struggling to find workers of all levels. It's quite normal to see signs of "Help Wanted" at your favourite pub in Saskatoon, or "Nous Embauchons" at your favourite restaurant in Montreal. Fact is, not only are you competing with your local restaurant for staff, but you are also now competing with other restaurants across the country. Never has the need for staff been more acute.

Given the severity of this labour shortage and the sheer number of help wanted ads online, it is only natural that you will be approached by recruitment companies promising 'foreign workers', and even "free foreign workers". The boldest recruitment agencies will promise you "foreign workers plus money". Before working with any company, ask yourself if it's possible that a worker is free. If you are not paying, then rest assured someone is. And any company that will promise free workers or workers at a very low rate, is typically charging thousands of dollars to their recruits. This is not only against any provincial and federal law, but also an offense to anyone with morals.

If you have decided that you have exhausted all local labour, and that you have no choice but to recruit internationally, do yourself a favour and advertise extensively online and interview and find your own workers. Any foreign worker looking at Canada as a destination is very aware of the Job Bank and SaskJobs. Put up your ad, screen the people you want, then seek out a reputable immigration firm to provide the services to bring your staff to Canada. This is the only way to control the process, hire the people YOU want, and ensure your hires come to Canada without being charged exorbitant or illegal fees.

www.siecsi.com



ORGANIZING SPECIAL EVENTS



Diane Cohoon Tourism Industry Consultant

Special events help make summer a special time in Saskatchewan. Tourism Saskatchewan's online Organizing Special Events course is designed for people directly involved in planning and hosting events. Based on emerit National Occupational Standards and developed with the assistance of nationally certified industry professionals, this introductory course takes you step by step through planning your event.

Special events are a way of demonstrating the spirit of every community. Careful planning and adequate resources are essential to making your event successful. This practical series of seven online courses is designed to assist individuals who plan and direct specials events - whether you're a volunteer-based organization or a professional dedicated to special events planning.

This course is delivered in seven short online modules, starting with Getting Your Event Off the Ground.

Getting Your Event Off the Ground lays the foundation. This module helps you understand and apply the content in each subsequent module. Complete the other modules in any order.

- Getting Your Event Off the Ground
- Marketing and Promoting Your Event
- Fundraising for Your Event
- Event Logistics
- HR Management for Your Event
- Financial Management for Your Event
- Risk Management for Your Event

Course outline:

Based on emerit National Occupational Standards, and developed in collaboration with nationally certified event professionals, this introductory program takes you step-by-step through all the pieces you need to have in place to create an effective business plan for your event

- Clearly identify the nature of the event industry and the different types of events.
- Develop an event business plan.
- Outline the critical elements of event planning.
- Includes your own copy of the Special Events Tool Kit (available for download, \$20 value)

The Special Events Tool Kit that you download from the first module includes forms and templates that are customizable for event planning.

306-933-5900 or 1-800-331-1529

stec.training@tourismsask.com







MAXIMIZE YOUR PURCHASING POWER THROUGH **HOSPITALITY SASKATCHEWAN**

As a valued customer of Hospitality Saskatchewan we are pleased to introduce you to QUASEP – a purchasing program partner designed specifically for the hospitality industry.



What Does QUASEP Do?

QUASEP helps their members to become more efficient and effective in managing their operations through a comprehensive network of supplier partnerships, high quality client services, and innovative solutions.

QUASEP is committed to making members more successful (and more profitable) through the **right mix of products and services, operational resources, and programs** to help run their business more effectively.

How to Join QUASEP:

• Logon to QUASEP.ca

OR

 Contact our client services team: William Chan
 Complete Purchasing Services
 Account Manager, Saskatchewan
 P: 306.292.7228
 E: chan-william@avendra.com



TOURISM AND HOSPITALITY STUDENT WORK PLACEMENT PROGRAM

Aimed squarely at the tourism and hospitality sector, the Propel Student Work Placement Program is helping the hardest-hit sector recover from the devastating impacts of the pandemic.

Funded by the Government of Canada's Student Work Placement Program, Propel offers post-secondary students opportunities to develop the work-ready skills required to secure meaningful employment upon graduation.

Qualifying employers are provided with a wage subsidy for each qualifying student hired through the program.

Learn more by visiting the Tourism HR Canada website at www.tourismhr.ca which includes an overview of the eligibility criteria and application process.



RENDEZ-VOUS CANADA & HOSPITALITY SASKATCHEWAN



Jim Bence, Hospitality Saskatchewan's President & CEO was at Rendez-vous Canada, May 24-27 in Toronto and had an opportunity to meet with a number of federal ministries including The Honourable Randy Boissonnault, Minister of Tourism and Associate Minister of Finance.

Rendez-vous Canada is hosted by Destination Canada and the Tourism Industry Association of Canada, creating an exciting opportunity to strengthen existing partnerships and gain the inside track on Canadian tourism and where it's headed.



INDUSTRY LEADERS PREDICT A SWIFT RECOVERY FOR TOURISM IN SASKATCHEWAN!

Optimism and New Energy

By Rebecca La Marre – Western Hotelier Magazine

Since 2019, hotels were hit the hardest by the pandemic, many going into debt just to stay afloat. Insurance skyrocketed while revenues evaporated overnight.

According to Jim Bence, president, and CEO of Hospitality Saskatchewan, while visitor numbers dropped "to practically nothing" over the last two years, the industry is poised well to recover. He attributes well-timed funding from the Provincial and Federal Governments, as well as Saskatchewan's decision to keep the province open to consumers renewed interest in acting on pent-up demand.

Jonathan Potts, CEO of Tourism Saskatchewan, says that he saw an increase in new kinds of experiences, with accommodation companies and outfitters expanding to serve increasingly diverse demographics in new seasons, at both the operator and community level.

For example, outfitters who normally offer accommodation during hunting season expanded into the winter season, providing experiences like a fully supplied, heated, ice-fishing shelter. Similarly, the 100- kilometre Boreal Trail in Meadow Lake Provincial Park now offers a service where hikers can arrange for hot meals and drinks to wait for their arrival in bear-proof caches at each stage of the hiking loop. Potts believes this kind of creative; hybrid experience will attract audiences that might otherwise hesitate to participate.

Outdoor activities like golfing, fishing, and camping did very well during the pandemic and continue to do so. Accommodations, hospitality, airports, and business events have suffered. Occupancy rates were cut in half from 65 per cent to 33 per cent. In 2021, they bounced back to 40 per cent, and in 2022, they've increased to 50 per cent in some cases. Business travel related numbers are back to pre-pandemic levels, and early indications for this year suggest the numbers will continue to grow.

Potts anticipates restaurant spending and consumption of food and drink will continue to increase. This was helped by the industry's fast adaptation to changing safety requirements and innovations in ways to deliver both food and alcohol to customers.

The tourism industry has expanded cultural experiences for both business and leisure guests. Whitecap Dakota First Nation, Wanuskewin Heritage Park Authority, and Beardy's Okemasis Cree Nation formed a partnership to cultivate and enrich Saskatchewan's Indigenous tourism economy. Together, they create tourism packages and opportunities to share Indigenous culture in the hospitality sector. There is a palpable excitement about new tourism opportunities led by Indigenous groups, sharing "the Plains experience" and the "famous Saskatchewan Smile" with Saskatchewan residents and the world at large.



Connect Energy is dedicated to helping you find better ways to manage natural gas and electricity costs with solutions that are tailored to meet the needs of your business and budget.

Based in Saskatoon, Connect Energy has been dedicated to providing natural gas to commercial and institutional customers throughout the province with more than 5,500 customer locations: including health regions, more than 150 municipal governments, school divisions, condominiums, manufacturers, hotels, and business large and small.

Beyond natural gas, Connect Energy has teamed up with Shell Energy to provide a cost-effective way to reduce your electrical costs and carbon tax with ConnectedControl.



SIGN UP FOR TOURISM SASKATCHEWAN RESOURCES

- Free listings on TourismSaskatchewan.com Tourism businesses, attractions, events, accommodations, etc., are urged to
 take advantage of FREE listings on TourismSaskatchewan.com. Update your Tourism Profile to ensure that details about your
 tourism business are current and accurate. If the key tourism contact has recently changed, notify Tourism Saskatchewan.
 Email information.updates@tourismsask.com with updates to your listings and contact details.
- Business.TourismSaskatchewan.com The online Business Hub is a one-stop source for advice, information and tools
 to benefit tourism operators. It offers quick access to programs and opportunities. An expanded Statistics and Research
 section reports on industry performance. It includes profiles of key visitor markets and data showing tourism activity in
 specific regions of Saskatchewan.

LEARN TIPS FOR CREATING EVENT MARKETING AND BUSINESS PLANS

Tourism Saskatchewan's Marketing and Event Partnership Program (MEPP) provides support to eligible businesses and organizations for the promotion of tourism products, services, attractions, and events to audiences within and outside of Saskatchewan. The application-based program accepts submissions in the spring and fall. The next intake period is in September.

Applicants are required to include a marketing plan for their specific project. For events that want advice on creating marketing and business plans – consider enrolling in Tourism Saskatchewan's Organizing Special Events program.

The program is offered entirely online, and participants work at their own pace to complete seven modules:

• Getting Your Event Off the Ground • Marketing and Promoting Your Event • Fundraising for Your Event • Event Logistics • HR Management for Your Event • Financial Management for Your Event • Risk Management for Your Event

A Special Events Toolkit, included in the first module, provides forms and templates that can be customized to suit the planning process for any type or size of event.

Marketing plan and business plan templates are included in relevant modules.

The cost to enrol in Organizing Special Events is \$30 per participant. For more information,

call (306) 933-5900 or email stec.training@tourismsask.com.





FEDERATED CO-OP DONATES \$1 MILLION TO SUPPORT WANUSKEWIN'S UNESCO BID



Darlene Brander CEO, Wanuskewin Heritage Park

CKOM News

Wanuskewin Heritage Park's bid to become a UNESCO World Heritage Site got a big boost Tuesday thanks to Federated Co-operatives Limited.

On Tuesday, the company announced a \$1-million donation to support Wanuskewin's bid to become the first UNESCO World Heritage Site in Saskatchewan by 2025.

Wanuskewin has expanded its programming significantly in recent years, with the addition of a new interactive exhibit hall, art galleries and an enhanced trail system that takes visitors through multiple archaeological sites.

A bison herd has also been added to the park, and the recent discovery of carved petroglyphs created a lot of buzz.

The park must meet UNESCO's strict criteria to become a heritage site, and CEO Darlene Brander said the donation will go a long way.

"This is an extremely exciting and timely charitable gift to Wanuskewin," Brander said in a statement accompanying the announcement. "Co-op has stepped up to ensure we can fully articulate the new interpretive centre and trail system as being unique in the world ... This gift today signals a major investment that will positively impact our province for generations to come."

Heather Ryan, Co-op's recently appointed CEO, said a commitment to understanding history is a huge part of any community. "This includes taking the time to create spaces and opportunities for inclusivity, spaces where we can gather to better understand each other," Ryan said in a statement. "For Co-op. our million-dollar gift to Wanuskewin represents a unique opportunity to build on our commitment to diversity and inclusion and reaffirm our commitment to truth and reconciliation."

There are 20 UNESCO World Heritage Sites in Canada, and 1,154 globally. The list of sites is maintained by the United Nations Educational, Scientific and Cultural Organization.





Addressing Challenges Head On...With A Little Help From Your Friends (at QUASEP)

There are many challenges that operators have faced over the past few years because of the COVID-19 pandemic, and as things start to re-open up operators are now faced with additional hurdles including labour, and if possible, making up for lost revenue. As with all of life's challenges, this can best be addressed by facing it head-on. However, we would suggest that before addressing any challenge, having a strategic plan in place with the support of allied and trusted partners is the smartest way to ensure of a successful outcome.

Addressing the Labour Challenge

For example, let's take a look at the labour challenge. Finding and hiring skilled team members can be challenging at the best of times, however in the wake of the COVID-19 pandemic it may take longer to find and hire the right "fit" for your organization. In the meantime, possible solutions may be found in outsourcing and/or re-evaluating the current use of labour.

We often hear the adage *"work smarter not harder"* and the logic can certainly be applied to this challenge. One of the benefits of being a QUASEP member is the extensive network of partners and purchasing opportunities available which includes programs for outsourced labour, innovative solutions to help in the reassignment of labour, and convenience items to help make many common tasks faster and easier. In addition, many of these programs also offer a financial incentive, whether it's a DISCOUNTED RATE, CASH REWARDS, or A COMBINATION OF DISCOUNTS AND CASH REWARDS.

Finding Additional Revenue Opportunities

This brings forward another pain point that will need to be addressed; as inflation continues to rise and there are still debts to pay off as a result of lost revenue during the COVID-19 shutdowns, finding additional revenue opportunities and cost savings can also be considered a high priority. The good news is that QUASEP members have the opportunity to *earn cash rewards on essential purchases* for many areas including foodservice and janitorial. This additional revenue stream means that operators are able to earn additional revenue while continuing to focus on the most important aspect of their business, ensuring top a top-quality experience for customers.

Get By With A Little Help From Your Friends

One of the last, but most important solutions can be found in the support of a dedicated QUASEP Account Manager. Committed to assisting QUASEP members in maximize their membership benefits, the QUASEP Account Manager is an invaluable resource and able to provide a wealth of information on programs and products that can help to address many common challenges that operators are faced with. Moreover, they are also able to assist members in the onboarding process with new distributors and service providers to ensure of a painless transition.

Whether your organization is faced with any of the afore mentioned challenges or your organization has been lucky enough to come out of the COVID-19 pandemic relatively unscathed, it is always good to remember that none of us are as good as all of us. When faced with any challenge, it will always be easier to overcome with a little help from your friends.

If you are looking for opportunities that will help your hotel to *maximize your purchasing power*, we invite you to learn more about the possibilities a QUASEP membership can bring to your operations.

To learn more about how QUASEP can help your hotel operations:

- Visit: QUASEP.ca
- Contact: William Chan, Account Manager, QUASEP
 T: 306.292.7228
 - o E: chan-william@avendra.com





Restaurant POS





RESTAURANT POS

- Operates on tablet or mobile device
- Back office, payroll and inventory
- Online platform available



Low monthly cost starting at \$29/month



Locally Owned

Our Clients speak <u>directly</u> with their Nexcash Consultant for all Service and Sales requests.

306-531-7659 www.nexcash.ca











GOLF KENOSEE THURSDAY, AUGUST 25, 2022

Join us for the 22nd Annual Hospitality Saskatchewan *Golf Fore the Future Tournament* being held at Golf Kenosee in Moose Mountain Provincial Park.

Come out and experience the picturesque views from each unique and challenging hole. Golf Kenosee is located 20 minutes north of Carlyle - 2 hours south east of Regina.

Please reserve your room at any of these area hotels:

| The Bear Claw Casino & Hotel | (306) 577-4588 |
|------------------------------|----------------|
| Kenosee Inn Resort Hotel | (306) 577-2099 |
| Ramada Carlyle Hotel | (306) 993-1841 |

Schedule Of Events

WEDNESDAY AUGUST 24

6:00 PM Golfer's Get Together at the Kenosee Inn

THURSDAY AUGUST 25

| 8:00 AM | Pre-Game Breakfast at the Kenosee Inn |
|--------------------|---|
| 10:00 AM - 3:00 PM | Shot Gun Start (Teams of 4 - 4 Ball Scramble) |
| 4:00 PM | Post Tournament Steak Dinner at Golf Kenosee |

REGISTER TODAY! (LIMIT OF 100 GOLFERS)

Please complete and fax this form to (306) 525-1944 or email to: info@hospitalitysk.ca Make Cheque payable to: Hospitality Saskatchewan

#302 – 2080 Broad St., Regina, SK S4P 1Y3

 18900
 \$189.00 X # of Players:
 \$______

 Name of Participant's

 Representing (Company)

 Email:
 Phone: