



Impact Report
2019/20

**HOSPITALITY
WORKERS
TRAINING
CENTRE**

Dear Partner,

2019/2020 was an exciting year for HWTC. We served a record number of employers and job seekers, began some exciting new initiatives, engaged in innovative partnerships and, informed by data and research, invested in quality improvements to our services.

We also glimpsed the unprecedented challenges that the hospitality industry would soon face, which drove a reimagining of how we could continue to best serve the industry that continued into 2020/21.

The development of ReSET, an employee retention tool focused on soft skills enhancement, LiftOff, an interactive career lattice, and our curriculum renewal and revalidation represent only a few of our accomplishments. And, after achieving the purpose and objectives for our social enterprise restaurant, we made the decision to close Hawthorne Food & Drink effective March 31, 2020, in order to pursue new visions, goals and opportunities.

To those who supported our work in 2019/2020, thank you. We could not have achieved these results without your partnership. We value your commitment to assist us in helping our community's most vulnerable job seekers find quality employment opportunities in Toronto's bustling Hospitality and Food Service sector.

Sincerely,



Mandie Abrams
Executive Director

Our Vision

A vibrant hospitality and food service sector in Ontario, connecting workers with the right skills, to the industry's quality career pathways.

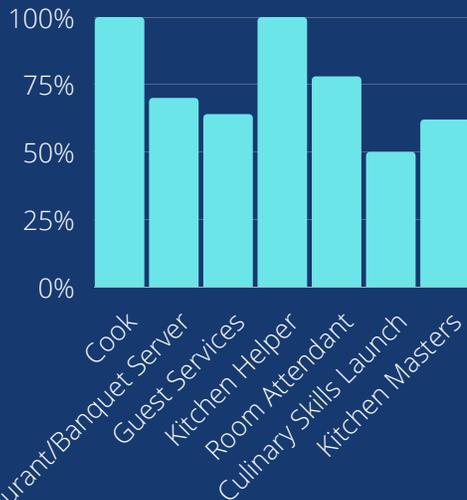
Our Mission

We contribute to a strong hospitality industry by developing training solutions collaboratively with employers and workers, in support of access to good jobs, skill development, and promising opportunities across the sector.

Service Highlights

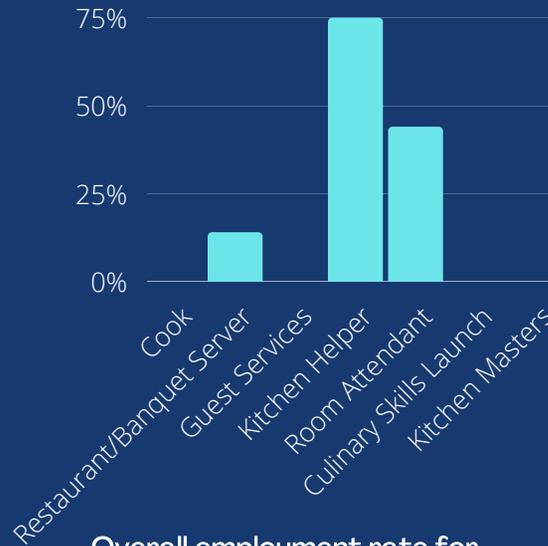
Employment Outcomes

April - December 2019



Overall employment rate for graduates: 76%

January - March 2020



Overall employment rate for graduates: 36%

Participants by Program

2019/2020

Training Course Name	Total Enrollment
Cook	14
Restaurant/Banquet Server	28
Guest Services	14
Kitchen Porter/Dishwasher	14
Room Attendant	71
Culinary Skills Launch	20
Kitchen Masters	31
TOTAL	192

A Tale of Two Realities

2019/2020 started out like any other year for HWTC. Recruitment numbers were on target, program completion statistics were as expected, and employment outcomes were tracking with previous years.

And then 2020 arrived.

Almost immediately we felt the impact of what would soon become a global pandemic. Our employer partners began warning us of an impending slowdown by the end of January. In February placements and hiring dried up. By the time Ontario shut down in March we had made the difficult decision to cancel our training programs for the remainder of the fiscal year.

Needless to say, Covid-19 severely impacted our recruitment and placement goals for the final quarter. And yet, our overall numbers are only slightly below where we had expected to be for the year. Of the 192 participants that entered HWTC's programs in 2019/2020, 139 completed their course work (62 percent), and of those who graduated, 64 percent (89) found employment.

Initiative Highlights

Curriculum Renewal and Revalidation

Working with employer partners, and with feedback from training alumni, we undertook a review and revalidation of our hospitality training curricula and programs. We solicited feedback on the relevancy, currency and quality of our program content, delivery mechanisms, and outcomes, which we integrated into our program offerings. Of note, our employer partners identified the need for greater emphasis to be placed on soft skills development. In response, we redesigned all of our modules, integrating soft skills development activities across all aspects of our programming. Employer partners reported that they noticed an improvement in participants' soft skills performance during placement and post-employment.

ReSET

The Retention Skills Enhancement Tool (ReSET) is an online platform designed to improve workforce retention outcomes for vulnerable workers. Developed in partnership with Futureworx Society, ReSET enables employers and employees to identify soft skills deficits, set clear and understandable performance objectives, and develop and track targeted interventions to address soft skills gaps. In 2019/20 we tested the ReSET platform as a solution to address that need and the results have informed improvements to the structure and function of the platform. Development and testing of ReSET is ongoing.

Hawthorne Food & Drink

In 2012 HWTC opened Hawthorne Food & Drink, our social enterprise restaurant in downtown Toronto. Created to provide world-class training and career development opportunities, over 8 years we trained more than 250 individuals, 75 percent of whom successfully obtained employment. We are proud of all that was accomplished and grateful for the partners, funders and talented staff that made Hawthorne a successful training facility. In 2020 we made the difficult decision to close the restaurant to allow HWTC to pursue new visions, goals, and opportunities. Going forward we will be adopting new models in which to continue delivering quality training programs to support food and beverage industry employers and job seekers.

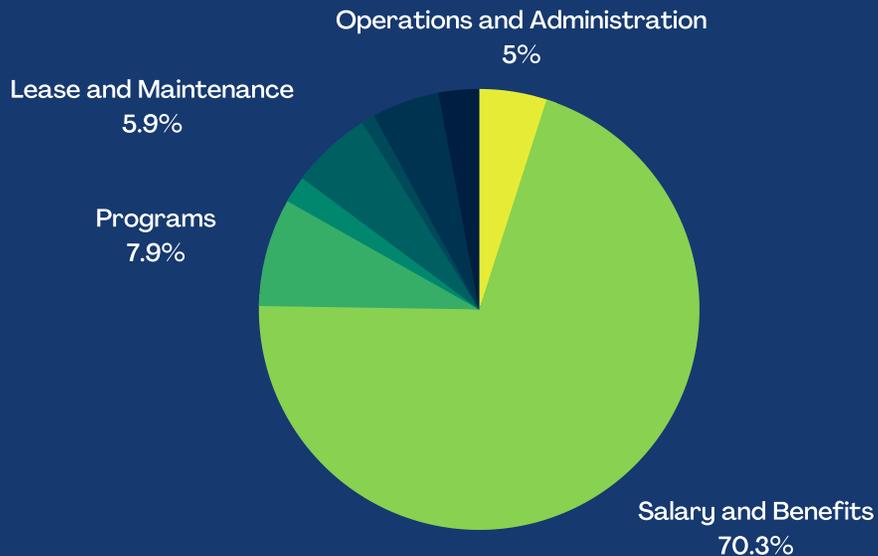
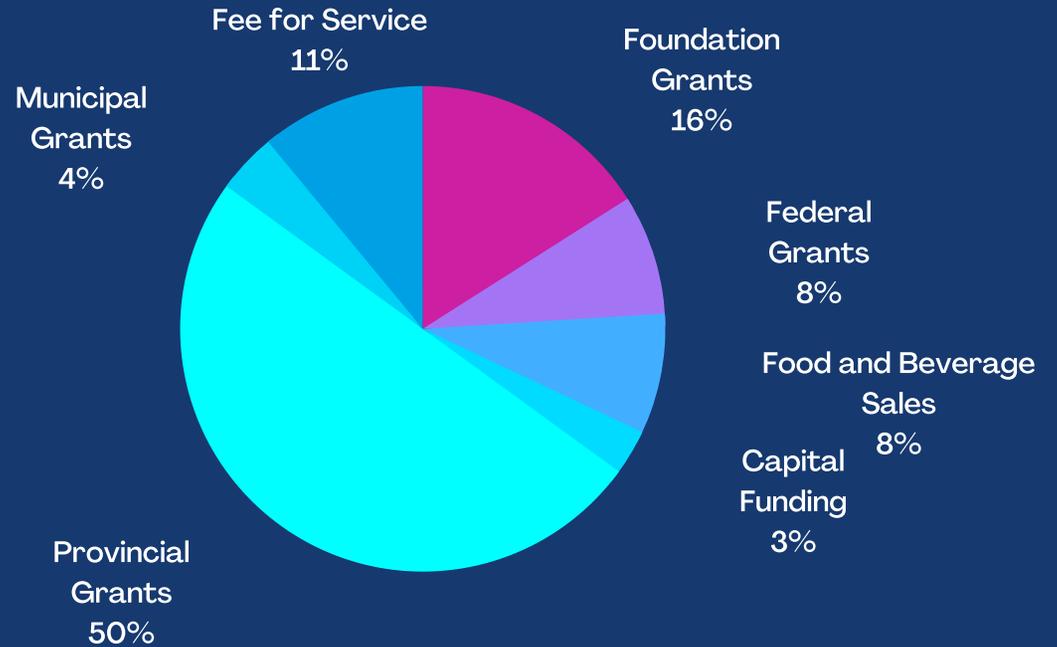
Financial Statements

April 1, 2019 - March 31, 2020

Income

Summary 2020

Grants	1,833,278
Contributions	250,221
Food & Beverage	190,775
Capital Funding	70,482
Interest	159



Expenses

Summary 2020

Salaries and Benefits	1,814,187
Program Costs	215,147
Professional Fees	45,630
Lease and Maintenance	139,933
Communications	19,481
O&M	117,358
Restaurant Expenses	120,876
Amoratzation	70,387

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*Thank
you!*

Funders

City of Toronto, Government of Ontario, Immigration, Refugee and Citizenship Canada (IRCC), Jane Finch Community & Family Centre, Ontario Trillium Foundation, Second Harvest, The Counselling Foundation of Canada, The George Cedric Metcalf Charitable Foundation, Toronto Don Valley Hotel & Suites, Toronto Employment & Social Services (TESS), Toronto Enterprise Fund, Toronto Shelter, Support and Housing, United Way Toronto & York Region

Employer Partners

Bangkok Garden Restaurant, Barsa Taberna, BMO Financial Group Institute for Learning, Chelsea Hotel, Courtyard by Marriott Toronto Downtown, City Sightseeing Toronto, Daniel et Daniel, Delta Hotels by Marriott Toronto Airport & Conference Centre, Delta Hotels by Marriott Toronto East, Drake Commissary, Elmwood Spa, Four Points by Sheraton Toronto Airport, Fresh City Farms, Fresh Restaurants, Gladstone Hotel, Holiday Inn Toronto Downtown Centre, Hotel X, Fairmont Royal York, Intercontinental Toronto Yorkville, IQ Food CO, Isabella Hotel, Larco Hospitality, Old Mill Toronto, One King West Hotel and Residence, Real Food for Real Kids, Sheraton Gateway Hotel in Toronto International Airport, Signature Service Inc., Silver Hotel Group, SSP The Food Travel Experts, The Omni King Edward Hotel, Toronto Airport Marriott Hotel, Toronto Don Valley Hotel & Suites, Toronto Marriott City Centre, True True Diner, University of Toronto Residences, Westin Toronto Airport Hotel, Weston Golf and Country Club

Government Partners

