



The Oregon Hospitality Foundation's (OHF) mission is to support the workforce, education, training, and philanthropic needs of Oregon's hospitality industry. We are a 501c3 nonprofit, as defined by the IRS.

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5/25/21 WEBINAR MATERIALS:

**“ACCESSING RESOURCES TO HELP SUPPORT YOUR
WORKFORCE NEEDS”**

TRAINING TOOLS:

Entry Level through Supervisory; skills-building used to recruit and advance along career pathway.

- [Guest Service Customized to Oregon](#) – two courses created by OHF!
- [Guest Service Gold®](#) - seven guest service principles illustrated via videos of true employee stories. Participants earn internationally accredited Guest Service Professional credential.
- [Providing Service While Supporting Safety](#) – four video scenarios in either hotel or restaurant illustrating service challenges specific to Covid and models of response.
- [American Lodging & Hotel Educational Foundation](#) – entry level-supervisory; skills based or by role; experienced-based pathways.
- [National Restaurant Association's ServSuccess](#) – skills and experience-based pathway.

BEST PRACTICES:

- **Videos** – employees sharing what they like about their jobs, what the jobs entail, insight about culture. Can be informal or more produced like [LocalJobs@Bandon Dunes](#).
- **Details** – pay and benefits, mission toward employees, culture/philanthropic efforts, advancement opportunities, etc. See an example from Elephant’s Delicatessen [here](#).
- **Models for new sources of recruiting employees** – [American Hotel & Lodging Association \(AHLA\) apprenticeships](#), [AHLA Empowering Youth](#), [National Restaurant Association \(NRA\) HOPES Project](#), [NRA apprenticeships](#) .

OREGON WORKFORCE AND TALENT BOARD:

- **Mission** – “Equitable prosperity for all Oregonians.” “Advance Oregon through meaningful work, training, and education by empowering people and employers.” Read more on [Local workforce development boards](#).
- **Industry Sector Strategies** – “Sector strategies are partnerships of companies, from the same industry and in their natural labor market region, with education, workforce development, economic development and community organizations that focus on a set of key priority issues identified by the target industry.” See [Oregon’s sector strategy map](#).
- **The federal Workforce Innovation & Opportunity Act (WIOA)** of 2014 guides and directs the public workforce development system in each state.

ADDITIONAL RESOURCES:

Pandemic Industry Impact – [ECONorthwest's report of social distance impact on Leisure & Hospitality Workers.](#)

["The Big Picture" Presentation](#) – an overview of Oregon's workforce system to include information about its stakeholders, organizations, and partners. It is the overarching scope of what Oregon's workforce system is intending to accomplish.

[WorkSource Oregon](#) – “A network for public and private partners who work together to effectively respond to workforce challenges through high-quality services to individuals and businesses, resulting in job attainment, retention, and advancement.”

- [Jobseeker Resources](#)
- [Employer Resources](#)

For more information, visit OregonHospitalityFoundation.org.