

APRIL 2017 • PM #42084516

Hh

HOTEL & HOSPITALITY MAGAZINE



HOTEL, BAR & RESTAURANT CONFERENCE & TRADE SHOW

May 30 & 31 | Delta Hotel | Regina

Recruit.Train.Retain



- Human resource planning and development
- Training materials
- Online learning and resources
- Training for management and frontline staff
- Customized training
- Occupational certification

stec.com

Toll-free: 1-800-331-1529

Special Offer:
*WorldHost
Fundamentals*
\$25 (plus GST)
per person.





Saskatchewan Hotel & Hospitality Association

SASKATCHEWAN HOTEL & HOSPITALITY ASSOCIATION

302 - 2080 Broad Street
Regina, SK S4P 1Y3
T: (306) 522-1664
F: (306) 525-1944
www.skhha.com

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

EXECUTIVE

CHAIR Glenn Weir
VICE CHAIR Gary Hoffert
CEO Jim Bence

ZONE DIRECTORS

NORTH WEST Lance Grocco
NORTH EAST Bryan Baraniski
CENTRAL WEST Gary Hoffert
CENTRAL EAST Herman Zentner
SOUTH WEST Jasmine Deblois
SOUTH EAST Joel Kish
REGINA HOTEL ASSOCIATION Glenn Weir
SASKATOON HOTEL ASSOCIATION Courtney Morrison
BREW PUBS, RESTAURANTS & LOUNGES Denny Joyal
RESORTS John McKenzie

SALES

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

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

CONTENTS

ASSOCIATION NEWS

- 5 CEO MESSAGE
- 7 REMEMBERING WILLIAM "BILL" NELSON
- 8 2017 PROVINCIAL BUDGET
- 9 ANOTHER SUCCESSFUL AUCTION FOR TELEMIRACLE

INDUSTRY NEWS

- 13 JUST WHEN YOU THOUGHT IT COULDN'T GET ANY STRANGER
- 15 SASKATCHEWAN MAKES TOUGH DECISIONS
- 15 OTAS WORKING FOR YOU
- 16 WILL THE FOREIGN WORKERS' PROGRAM UNDERGO ANY SIGNIFICANT CHANGES
- 16 THE HOTEL INDUSTRIES INVESTMENT IN HEALTH AND SAFETY

MEMBER NEWS

- 17 MALCOLM ANDERSON



EARN CASH REWARDS FOR YOUR PURCHASES

Sign up for a **FREE** QUASEP Membership and your purchases on hundreds of essential, brand name items can:

- Earn CASH REWARDS
- SAVE ON COSTS through exclusive member discounts
- Deliver a COMBINATION OF CASH REWARDS AND DISCOUNTS

Becoming a member is EASY and FREE!

Contact:
William Chan, Account Manager
chan-william@aramark.ca
306.292.7228



QUASEP.ca

A row of various beer bottles and glasses of beer. The bottles include brands like Labatt, Corona, Bud Light, and Rolling Rock. The glasses include Alexander Keith's, Mill Street, Stella Artois, and Budweiser. The background is a dark blue, textured surface.


Labatt
PROUD SPONSOR


Saskatchewan Hotel & Hospitality Association

ENJOY RESPONSIBLY. Trademarks are the property of their respective owners.™/© 2016

CEO MESSAGE: Who is My Competition Now? Pt. 2



Jim Bence, President & CEO

Since the publication of my column in October 2016, “Who is My Competition?” entire regions of the business/financial landscape have shifted in ways that nobody had predicted. With provincial and federal deficits ballooning, governments are looking for ways (some harder than others) to bring down the debt and get back to balanced budgets. “Sin Taxes” are easy money for

government and it was really no surprise that we took a hit both provincially and federally.

Clearly, increasing your market share and scooping up customers was going to be a higher priority than ever and beating your competition to the punch could mean the difference between survive or thrive.

For decades, you competed with your neighbors down the street but for the most part your biggest battle was with the gov’t liquor stores. Holding a monopoly on pricing and selection the SLGA Government Liquor Store was the goliath in the fight for consumers.

The booze universe shook in October 2016 and with it your liquor world flattened. Hailed as an “even playing field” you now stood at the same elevation as the SLGA stores. You all held the same permit with the same rules. All 700+ RSP’s became part of a collective that bought from the same single source and at the same price. All orders from every RSP’s went through the SLGA Distribution Center.

The gloves came off for the off-sale permittees, vendors and the remaining 35 gov’t stores and now the true competition started. Initially it appeared that the new “big” competitors were your friends and neighbors down the road. You were keeping a very close eye on what they were selling, chilling and at what price. You also watched, in some cases like a hawk, what the SLGA stores were selling beer and liquor for.

You may have been confused though. How were the gov’t stores able to continue to keep their prices so low, given the wages and benefits they provide to their employees? It would

be impossible to sell beer for the SLGA listed price and still turn a profit....wouldn’t it?

As a matter of fact, yes it would be impossible to turn a profit. Unless they looked at their operations as a business and not a cost sharing cooperative. For SLGA store management and their staff two things had to occur; #1 reduce expenses and #2 increase revenues. Given that the stores have iron-clad collective agreements in place, it may be extremely difficult to reduce their single biggest expense, wages. Given that there has been a significant reduction in revenues (restaurants now purchasing from other RSP’s) increasing profits was going to be a challenge as well.

The gov’t liquor stores did what they never had to do before, operate like every other for-profit business. This meant that one of the only avenues they had left was to negotiate with suppliers. Based on volume, the gov’t stores leveraged their buying power to strike up deals on LTO’s (Limited Time Offers) with some breweries. As it turns out a number of higher volume RSP’s also have agreements in place for LTO’s.

What does this mean to you? It means that a call to your beer and liquor rep is something you are doing before you read another word of this article! What did it mean to me? It meant that based on our volume as a collective; all the SHHA members that buy and sell liquor; I needed to make the calls and have meetings to better understand our position as an association and ask the question “What about our members?”

Each of you, including SLGA stores, Sobey’s, Co-op, etc., are free to negotiate whatever deals you can, that make the most sense for your business. Larger stores paying higher wages and benefits know that if they don’t reduce expenses and increase revenues, they will cease to exist. Sound familiar? Sure does. You live in that world and have since the first day you opened your doors.

You now have to open more doors and walk through to new relationships. You will search for opportunities to connect with suppliers and potential customers in the restaurant industry. Your food and beverage colleagues no longer have to buy through SLGA but can purchase through you.

You need an environment where you can go and grab a restaurateur by the hand, walk them to a supplier and say “Ok, now what kind of deal can we work out?” You can take the initiative and hammer out agreements that work for you. If you want to stack up to your competitors, you’ve taken a good look at what you have to offer and determined if you are selling the right product and at the right price.

Last year, after the October earthquake you likely asked yourself 4 questions.

- What kind of selection do I currently offer?
- Are my products as available as my competitors?
- Is my customer service better than the competitions?
- What is my pricing strategy?

The answers to those four questions told you if you are indeed competitive or not. As with most answers, it brought to the forefront new questions that now must be added to the mix:

- Do I have the right product taking up valuable real estate on my shelves?
- Am I able to satisfy the requests of my customers in a timely fashion?
- What am I doing for my customer that is better, special, different than the operator down the street?
- Who are my reps and how much do they value my business?

Now survival will depend on your ability to recognize opportunity with each and every LTO offered and respond quickly to pricing changes from D.C. You need to be direct with your suppliers to maximize your buying power and strike up win-win agreements that work for both parties. You need to be able to get that rare bottle of wine to cranky Mr. Jackson within the week, not within the month or year. You must talk to your neighbors and competitors and hammer out solutions regarding bottle-pick and maybe even consider collaboration when ordering.

This new world order has forced you to change the way you do business, who you do business with and how those business relationships need to evolve. Necessity is the mother of invention and you now need, more than ever, to be creative in how you conduct business.

This year’s SHHA Conference and Trade Show on May 30 & 31 will provide you with exactly that opportunity. We are bringing 100’s of RSP’s, 40 liquor suppliers and members of our provincial restaurant & hospitality industry together under one roof. SLGA will be providing numerous sessions

on product development, marketing and distribution. This is your opportunity to take advantage of the new rules and open doors long closed to you.

What doors have opened for the SHHA? It appears that we have many of the same doors we had before, just painted with a different color. As organizations negotiate with the brewers and the distillers and deals are struck based on volume, operators are finding themselves back into the familiar territory of a 3-tier price system. Larger entities negotiating from a position of strength and gallage have positioned themselves as leaders in the war for price sensitive customers. In our old world it was SLGA that set the criteria and the tiers for pricing, and now it’s perhaps the suppliers. This begs the question, who is the new Goliath?

Most of our members individually, can’t compete on volume and are feeling that they are once again on the playing field with nothing more than a slingshot. Some would argue that the playing field is far from level and we are actually no further ahead. Perhaps the question isn’t “who do we compete with?”, it’s “who do we negotiate with?”

The dust is far from settled and we are just starting to see what and who the competition really is. ■

M-Tech LOCKS
Proudly 100% Canadian Owned

Specializing in retro fits.

MJM Door Control

- Perfect solution to provide access control on common doors.

BASE RFID RETRO

- Replaces Ving Locks With No Retrofitting Of Doors
- Windows Based Program

MOTIVATOR SAFE

- RFID Technology
- Use Same Key Cards For Both Room Door And Safe

Call Today For A Free Quote
Ph: 780-970-8629
info@mtechlocks.com

REMEMBERING William “Bill” Nelson

It is with deep sadness, that we announce the passing of William “Bill” Ernest Nelson (July 12, 1934) on Friday, February 24, 2017 at the age of 82 years, after a lengthy and courageous battle with cancer.

Bill Nelson served Saskatchewan’s hotel & hospitality industry for many years, including as Executive Vice-President of the Hotel Association of Saskatchewan for 15 years, and the first CEO of the Regina Hotel Association (RHA), helping the association incorporate as a not-for-profit in 2006, and establish Regina’s Destination Marketing Program.

Bill also sat on the board of the Service & Hospitality Safety Association.

In May 2016, the RHA sponsored and presented the inaugural Bill Nelson Scholarship at the Saskatchewan Hotel & Hospitality Association’s AGM and Conference.

The Bill Nelson Scholarship was established to recognize a 2nd year student from the Hotel and Restaurant Management Program (Saskatchewan Polytechnic) who demonstrates conscientiousness, attention to detail, initiative and leadership ability.

Bill, you will be greatly missed. ■



Bill Nelson

HIP | HOSPITALITY
INSURANCE
PROGRAM

Find out how members of the SHHA
can benefit from these advantages:

Rate
Stability

Program
Ownership

Risk Management
Service

Commercial Insurance

Thom Proch
1-800-665-8990 ext. 7313
thom.proch@westernfgis.ca

Employee Benefits

Nolan Friesen
1-800-665-8990 ext. 7215
nolan.friesen@westernfgis.ca

 **Western**
FINANCIAL GROUP
Group Insurance Solutions

2017 PROVINCIAL BUDGET How It Impacts Hotels & Restaurants

Research provided by the Regina Hotel Association

On March 22, 2017 the Provincial Government released its budget for 2017-2018. Overall, the budget expands the tax system by shifting toward consumption taxes and away from income taxes. The following is a summary of changes that will impact our member hotels.

Provincial Sales Tax (PST) Increases and many exemptions removed · PST raised by one point from 5% to 6% effective midnight on March 23, 2017 · Effective April 1, 2017, restaurant meals and other food and beverage items are subject to PST. · PST now applies to restaurant meals, snack foods, insurance premiums and construction services: o PST taxation on contracts for the repair, renovation or improvement of real property. New contracts entered into on or after April 1, 2017 will be subject to PST on the total contract price to the purchaser. o PST is expanded to insurance premiums effective for premium payment due dates on or after July 1, 2017. This includes life, accident and health insurance; all property, vehicle, liability and casualty insurance. o The PST exemption previously provided for many food and beverage items, such as snack foods and prepared meals has been removed. Items previously subject to PST remain taxable. The PST applies as follows: · Basic groceries are exempt from tax · Restaurant meals are subject to tax · Carbonated beverages are subject to tax · Fruit juices with less than 25 per cent natural fruit juice are subject to tax · Prepared food and beverages sold in a form for immediate consumption are not considered to be basic groceries and are subject to tax · Snack foods such as candy, chocolate, potato and corn chips, popped popcorn, pretzels, salted or mixed nuts, and other similar snack foods are subject to tax The following items are taxable when sold in quantities considered to be single serving as indicated below: · Beverages less than 600 ml · Ice cream and similar products less than 500 ml (or 500 grams) · Pudding and similar products less than 425 ml · Sweetened baked goods less than 230 grams

Increase in Liquor · Liquor mark ups include most beer products increasing by 6.8 per cent, coolers 6 per cent, wine 5.3 per cent and 4 per cent for most spirits. The wholesale liquor mark-ups take effect April 1, 2017.

Property Tax · The Education Property Tax (EPT) mill rate adjustments in conjunction with the 2016 reassessment is expected to increase EPT. · Effective April 1, 2017, the commissions paid to businesses for the collection and remittance of taxes are discontinued.

Tourism / Event, Convention & Tradeshow Business Development · Tourism Saskatchewan's budget was reduced by \$700,000. This includes cuts to the Events Funding Program by \$200,000 and the closing of their reception centers across the province. · The Province will take over the full management and operation of Wascana Centre under the department of the Provincial Capital Commission. No impact is expected. · When a business or individual participates in a craft or tradeshow in Saskatchewan, they are now required to collect PST on the sale of all taxable merchandise.

The Provincial Sales Tax Act Lodging In Saskatchewan Quick Overview Source: Government of Saskatchewan

Lodging in hotels, motels, cabins, cottages, clubs and other similar accommodation for a period of less than 30 days is a taxable service. Tax must be collected on these charges, including fees such as the Destination Marketing Fee, used by hotel associations or other organizations to promote destination travel to the area.

If the lodging is supplied for a continuous period of 30 days or more, tax does not apply to charges for any of the lodging period. Any tax collected during this period should be refunded to the customer. This includes situations where the customer is charged for the required 30 day period or more and the accommodation is occupied by different individuals or left vacant for a portion of that time.

Lodging supplied for a period of 30 days or more to travel agencies for resale to their customers is subject to tax. Travel agencies are not required to collect tax from their customers but must pay the tax on the purchase price to the supplier of the lodging.

The following types of services and charges are subject to tax: o Destination Marketing Fees o Soft drinks and confectionery items o Sales of food and beverages through a vending machine o Room service o Banquet meals o Restaurants, Caterers and Other Businesses Selling Prepared Food and Beverages o Laundry and dry cleaning services charged to guests. The business may purchase these services for resale exempt from tax by quoting their vendor's license number to their supplier. o In-house movie services charged to guests. The business may purchase the service exempt from tax by quoting their vendor's license number to their service provider. o Charges to guests for the rental of movies on DVD. Businesses may purchase their DVD inventory exempt from tax by quoting their vendor's license number to their supplier. o Additional fees for pets ■

ANOTHER SUCCESSFUL AUCTION for Telemiracle at The Fife Lake Hotel



A large collection of past Telemiracle Teddy Bears were part of the unique items auctioned off Feb. 26 at the Fife Lake Hotel. Holding the bears are Kinette member Courtney Setrum and Katie Guskjolen of Coronach.

Submitted by Sue Wilson/Coronach.

Fun, laughs, friends and most importantly, everyone rallying together for such a worthy cause. That was the name of the game in Fife Lake Hotel on Sunday Feb 26, as Gail and Lawson Harkness hosted their 24th annual Live Telemiracle Auction.

“It was a great day” said Lawson Harkness. Donations of items from a wide area are donated every year and with the added humor and talent of auctioneers Randy Gaudry, Ryan Rutledge, Don Bushell, Mason Richaud and Kelly Clark, each item sold brought the total collected for the day higher and higher. “We pulled a lot of money out of the crowd” said auctioneer Roy Rutledge.

This year saw unique items crossing the sales floor like the pristine collection of Telemiracle Teddy Bears from years gone by and the hand crafted wooden toys, a true collectors item. The funds raised at this year’s Telemiracle Auction was \$20,157.50.

Sponsored by the Coronach Kinsmen and Kinettes each year, these funds raised along with monies from a variety of other events in the communities, will be presented at the Telemiracle 41 event. This year broadcasted live from TCU Place in Saskatoon, March 4 & 5, the Coronach Kinettes will be making their presentation on Saturday night between 11:30 PM and midnight.

Thank you to everyone who sponsored auction items, as well as all those who bought at the sale or supported the various other fundraisers in the area. ■

HOTEL, BAR & RESTAURANT CONFERENCE & TRADE SHOW

MAY 30 & 31, 2017 | DELTA HOTEL | REGINA

TUESDAY MAY 30, 2017

10:00 – 3:00 pm

CONVENTION REGISTRATION

Convention level of the Delta Hotel,
Regina.

Noon – 1:30 pm

AWARDS LUNCHEON

Trentino Ballroom



Master of Ceremonies,
MARY - TAYLOR ASH,
CEO Tourism Saskatchewan

Official kick-off of the convention. We will salute the 2016 Tourism Saskatchewan Employers of Choice, SHHA Scholarship Recipients, SHSA Safety Centered Leadership Award, and the Long Service Employees

Sponsored by

**SASKATOON HOTEL
ASSOCIATION**

1:45 – 3:00 pm

HARNESS THE HURRICANE: ADAPT BOLDLY, NIMBLY, QUICKLY TO EXTREME CHANGE

Trentino Ballroom



Convention Keynote Speaker
DR. MARK DEVOLDER

All around the World, Dr. Mark DeVolder has motivated and equipped thousands to navigate change, build high levels of trust and become fully engaged at work and at home.

As an author and internationally acclaimed motivational speaker, Mark is known for high-energy, content-rich and humour-

filled, presentations that teach people how to be bold, flexible and innovative in face of constant change.

Sponsored by



3:30 – 6:00 pm

BREWERS' WELCOME RECEPTION

Convention Level Foyer

Great Western Labatt & Molson Coors invite you to enjoy their complimentary beverages as you visit with your colleagues



6:00 – 7:30 pm

Delegate Dinner

Trentino Ballroom

Come as you are and enjoy a delicious dinner and entertainment. The dinner is a fantastic opportunity to meet and network with the other delegates.

7:30 – 11:30 pm

Delegate Lounge
Novaro Ballroom

The Delegate Lounge is the place to relax, have a complimentary beverage and enjoy some great live entertainment.

WEDNESDAY MAY 31, 2017

8:00 – 9:00 am

DELEGATE BREAKFAST
Verdi Room

Sponsored by



9:00 – 10:00 am

HOW TO MAKE YOUR PROPERTY UNATTRACTIVE TO UNION ORGANIZATION
Closed Session - Open to Property Owners & Managers
Piero Room



DON EWART,
Owner, Advanced Labour Solutions
In 1998 after 17 years with the Royal Host Hotels Group, Don decided to “chase his dream” of developing junior managers, and negotiating collective agreements.

After negotiating over 150 collective agreements, Don used the insight to assist businesses in the service & hospitality industry and prevent unionization and staff turnover. The **“How to make Your Property Unattractive to Union Organization”** program is not anti-union, it simply explains how and why Unions get into your property, what to watch for, and what to do.

Don is the architect of the **Successful Managers Program™** which reduces staff turn over to levels never believed possible in the industry. High turnover and poorly trained managers lead to union organization, so this is the focus of Don’s work.

9:00 – 10:30 am

MEET THE REGULATORS
Verdi Room

Representatives from **Employment Standards, Human Rights Commission, Occupational Health & Safety, Workers’ Compensation Board, The Service & Hospitality Safety Association And The Saskatchewan Liquor & Gaming Authority**, will make industry relevant presentations and provide a one-stop venue for attendees to ask questions. This session will facilitate networking and information sharing.



9:00 – Noon

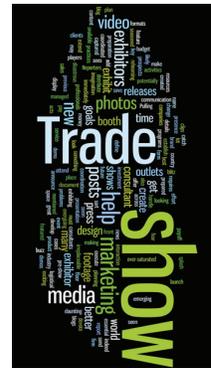
SLGA SESSIONS
Novarro Ballroom
SCHEDULE ATTACHED

10:30 – 11:00 am

SHHA ANNUAL GENERAL MEETING
Verdi Room

Noon – 5:00 pm

HOTEL, BAR & RESTAURANT TRADE SHOW
Convention Level



The Hotel, Bar & Restaurant Trade Show will feature over 90 exhibitors that supply goods and services to the hospitality industry, including 40 plus liquor suppliers. This is your opportunity to interact with suppliers and discuss opportunities for the upcoming summer season.

Join us for Saskatchewan’s premier show for the hospitality industry, including an awesome day of exhibits, delicious food, and great prizes.

Prize draws will take place at 4:00 pm

THE CONFERENCE CONCLUDES

Retail Store Permittee Liquor Information Sessions

In conjunction with the SHHA Convention

May 31, 2017 - Delta Regina Hotel

Agenda

Digital Services for Retail Store Permittees (RSPs) 9:00am – 9:30am

Billing made easy with E-Bill!

Learn about on-demand invoices, how to access historical account information such as credits and past statements, and walk through the registration process.

New Retail Store Permittee Web Services

Ordering stock has never been easier with the new online ordering tool. See an overview of how the tool works, including how to order, who can order and how to setup templates to make ordering easier than ever before. Web Services also provide instant access to online price lists, new product announcements, product delists, and more.

Break
(15 Minutes)

New Products & Trends 9:45am – 10:15am

Get a sneak peek at the new products that will be available for order, including core listings, limited time allocations and gift packs.

Break
(15 Minutes)

Regulatory Services 10:30am – 11:00am

Special Occasion Permits: Learn how to set up retailer accounts.

Liquor Licence Permit Overview: Learn about permit renewals and the rules, regulations, and timelines around selling your permit.

Liquor Regulations: Overview of location inspections and the Serve it Right Program (SIRS).

Break
(15 Minutes)

Generating Profit in the Saskatchewan Liquor Market 11:15am – 11:45am

This market insights presentation will look at current and anticipated market trends as well as how to use category trends to enhance your profit.

Q & A with Barry Lacey, President & CEO 11:45am – 12:15pm

Lunch - Navarro Ballroom 12:15pm – 1:00pm

Trade Show As part of SHHA Trade Show - Convention Level 12:00pm – 5:00pm

This year the SHHA Hotel, Bar & Restaurant Trade Show will include over 40 different liquor vendors. This is your opportunity to meet directly with liquor suppliers to discuss your business as well as to create marketing opportunities for the upcoming summer season.

JUST WHEN YOU THOUGHT it Couldn't Get Any Stranger!

It is hard to believe but it is now easier than ever for workers to receive WCB benefits for work-related psychological injuries. Saskatchewan Bill 39 amended the WCB Act to establish a “rebuttable presumption” for psychological injuries for workers exposed to traumatic events during the course of their employment.

A “rebuttable presumption” means the benefit of the doubt is given to the worker when a claim is made. If the worker is suffering from a psychological injury, they should seek medical attention from a psychologist or psychiatrist. If diagnosed, based on the standards established in the Diagnostic and Statistical Manual of Mental Disorders (DSM-5), the worker will be eligible for coverage through the WCB. Under the new section, 28.1, the injury is presumed to be work-related and is later investigated (after the claim is accepted) by the WCB.

The Worker is still required to submit a W1, and all other reporting requirements remain the same. Although psychological injuries have always been potential WCB claims, this amendment makes it easier for workers to receive benefits. **Previously, workers had to provide evidence the claim was work-related, and now they only have to show a lack of evidence to the contrary.**

This Bill is retroactive, and those workers whose claims were denied previously can ask their WCB Claims Entitlement Specialist or Case Manager for reconsideration under the new legislation. They will not have to make a formal appeal.

These new rules make an increase in claims a certainty. Despite the sharp increase in related costs we are already experiencing, the WCB states they do not expect employer premium rates to increase. The number of claims and associated costs related to Bill 39 must be closely monitored as this Bill leaves employers more exposed than ever. ■

David Stewart
Market Manager
SK / MB

Nicholas Mazurak
Area Sales Manager
MB / SK

MOLSON *Coors*



Cell: 306-514-7232
david.stewart@molsoncoors.com

Cell: 306-216-1498
nick.mazurak@molsoncoors.com

CONNECT energy

Exclusive suppliers to the
SHHA
Natural Gas Program

LOCALLY OWNED AND OPERATED
306-979-0493

NEXCASH

ATM & POS

Your ATM & POS Provider

Steve Choboter
steve@nexcash.ca
306.537.6650



keyCARDads

Key In To Your Customer
Branded Hotel Room Keys
Ph: 1-866-956-2403

- We Supply All Types of RFID Chip & Magnetic Stripe Cards
- Custom & Branded Cards



Delivered right to your room
Order at panago.com or call 310-0001

10% Off
your first order
code:160833

info@keyCARDads.ca

www.keyCARDads.ca

Ajit Matharu

Looking After His Clients Every Step of the Way



Ajit Matharu specializes in the Hospitality Industry and has a large network of buyers that he has assisted over 30 years. Ajit can assist in analyzing the revenue stream from a restaurant, a 10 unit motel or a 100 plus unit full service hotel

Ajit can assist in site inspection, coordinate and help with building inspections, environmental, appraisals and financing.

Ajit makes sure to look after his clients and assist them, "Every Step of the Way".

Ajit Matharu, Prof. Realty Corp.
HomeLife Crawford Realty
533 Victoria Ave - Regina, SK S4N 0P8

Cell: 306-581-3130

Bus: 306-581-3130 Fax: 306-525-4058

Email: ajitregina@gmail.com



YOUR BEST CHOICE FOR BEER

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

1-800-661-2337

SASKATCHEWAN MAKES TOUGH DECISIONS to Restore Fiscal Health



Todd McKay
Canadian Taxpayers Federation

Being the boss doesn't always mean long lunches and business meetings on the golf course. It also means making tough decisions. When rooms aren't getting filled in hotels, the boss has to lower costs and that usually means hard conversations with staff.

Premier Brad Wall is stepping up to make some of those tough decisions for Saskatchewan. The province is currently running an annual operational deficit of more than a billion dollars. That kind of borrowing simply isn't sustainable. So the provincial government has announced it's reducing its costs for salaries by 3.5 per cent.

It remains to be seen how those savings will be achieved. Some will likely be relatively painless as the size of

government shrinks through retirements. There may be some unpaid days off and wage reductions. Ultimately, there may be some layoffs.

There's nothing fun about that news. But lots of businesses across the province, including many in the hospitality industry, have had to make those tough decisions in recent years. Bureaucrats can't be immune to that reality.

More importantly, procrastination simply isn't a solution. The province already pays nearly \$300 million every year to cover the interest payments on the existing debt. Obviously, as the debt rises, the interest payments go up as well. Saskatchewan has ignored runaway deficits in the past and paid a heavy price with deeper cuts and higher taxes.

The tough decisions being made now are the best way to prevent much harder decisions in the future. ■

OTAS Working for You?



Jaret Waddell, COO
Airline Hotels

In the world of Online Travel Agents, I've shared some history, some new information and some tips and tricks. You've had conversation with your market manager, determined that there's business coming to your city/area and you'd like your share of it. You've started selling rates on their websites and are working diligently to get great content describing your hotel, pictures and review responses on the sites – good for you.

Something new to ponder...

Think about OTA guests like people who book cruises. Some folks plan far ahead and some folks are only out for the best deal - even if they have to book it at the last minute. Think about it in the same context as the last minute cruise deals that used to come across the fax machine in January. For some cruisers, they would plan ahead and book their vacation early. It was only the most die-hard savers that risked it all to wait for the January fax deal. The die hard savers wouldn't have booked in September even if they had received the fax at that time. But if the fax had been sent in September would some of the plan ahead cruisers have booked? Sure they would have...and that's called trade down.

What if OTAs could only get access to your rooms at the last minute? This way, the people who are coming anyways and planning ahead would only have the opportunity to book with you directly. It would only be the last minute deal hunters who could get the lesser rates that give you less margin.

Time to think about managing your inventory to get the OTAs working for you. ■

WILL THE FOREIGN WORKERS' PROGRAM Undergo Any Significant Changes?



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

In the last edition, we confirmed that some minor changes to the immigration process were implemented, and made reference to upcoming changes that the government hinted at making. However, since December 2016 we haven't seen any of the big changes we were anticipating.

We have been anticipating the removal of the regulation that a company can only have

10% of their workforce as temporary workers and the removal or decrease of the \$1000 per person processing fee. Both regulations have had a prohibitive effect on employer's ability to hire or retain a temporary foreign worker.

These days we have an economy that is still feeling depressed, a provincial unemployment rate at 6.5%, and a country focussed on how certain policies in the United States will affect those coming to Canada.

Having said that, year over year, we saw employment in Saskatchewan increase an incredible 1.5% in February. This is the largest increase since October of 2014 and reverses six months of consecutive monthly declines; and is a strong indicator that the worst may well be over.

We had a significant Federal Cabinet shuffle in January 2017 which saw MaryAnn Mihychuk shuffled away from her post as Minister of Employment, Workforce Development and Labour and replaced with The Honourable Patricia A. Hajdu, previously the Minister of Status of Women. The popular Minister of Immigration, Refugees and Citizenship Canada, John McCallum, has been replaced with The Honourable Ahmed D. Hussen, a lawyer from Ontario whose home riding is York South-Weston.

For Saskatchewan's economy, we hope for stability. ■

THE HOTEL INDUSTRIES Investment in Health and Safety PAYS



George Marshall, CEO
Service & Hospitality Safety Assoc.

In 2010, 43 of the largest hotels in Saskatchewan got together in Saskatoon and committed to working on their health and safety programs together. They committed to signing the Health and Safety Leadership Charter. They committed to safety evaluations and individual action plans to improve. They committed to jointly developing and implementing safe work practices.

At the time, as their safety association, we told them that this kind of investment could make a difference not just to them, but to the entire industry. It has. I want to share with you some figures to show you just how much.

In the four years prior to this momentous occasion, the industry had a little less than 600 injuries per year and was paying \$2.06 per \$100 of assessable payroll. Based on this pattern, from 2010 to 2016 the industry would have been expected to pay \$33.74 million in WCB premiums. But the pattern didn't continue. Injuries have dropped year after year until they reached an all-time low of 368 in 2016. Costs and premiums have followed suit. Instead of \$33.74 million in WCB premiums over the last 7 years, the industry paid \$24.62 million... a savings of \$9.12 million or \$1.3 million per year.

During tough economic times, the 43 largest hotels learned something that can benefit every hotel in in the province. A good health and safety program PAYS! ■



WESTERN CANADIAN IMMIGRATION SERVICES

WCIS's parent company was incorporated in 2006 as a full service immigration company. It is both federally and provincially licensed and provides legal immigration services across Canada.



From left: Careka Volly and Amelia Muse, CITEC graduates arrived in Saskatchewan from the Solomon Islands this summer with the assistance of Western Canadian Immigration Services, and gained work experience at the Waterfront Beach Bar & Grill in Regina Beach, Saskatchewan

SOLOMON ISLANDS INITIATIVE

The Saskatchewan Hotel & Hospitality Association (SHHA) works with Western Canadian Immigration Services in partnership with the office of Consulate General of Solomon Islands to Canada, to ensure all employment regulations are in line with Canadian requirements creating a process that is easy for both the employer and the employee.

1249 – 8th St. E.
Saskatoon, SK S7H 0S5
203 – 4014 Macleod Trail SE.
Calgary, AB T2G 2R7
Toll Free: 1.877.668.1057
Email: info@wcis.ca



A FULL SERVICE IMMIGRATION COMPANY

Licensed for Foreign Worker Recruitment & Provincial Nominee Programs in AB, BC & SK.

Immigration Consultants of Canada
Regulatory Council (ICCRC)

Immigrant Nominee Program (SINP)
Licensed Immigration Consultant

Saskatchewan Immigrant Nominee
Program (SINP) Licensed Recruiter

Director is Appointed Notary
Public for Saskatchewan

Visit our website www.wcis.ca

MALCOLM ANDERSON calls it a career

SHHA Member Profile

A conversation with Malcolm Anderson, Gold Eagle Lodge



Malcolm Anderson
Gold Eagle Lodge

It may surprise those who know Malcolm Anderson to find out that he had trouble finding a job upon breaking into the hotel and hospitality industry.

Anderson was born in Calgary and attended the hospitality program at the Southern Alberta Institute of Technology in the city. Anderson, who said he was the “youngest in the class by a longshot”, and was admittedly more interested in skiing than his studies. He did finish second in

his class, but his age closed a lot of potential employment doors.

Upon the advice of one of his hotel school professors Anderson accepted a summer job working at the Chateau Lake Louise and the rest was history. He has gone on to spend over four decades in the industry. Most recently, he has served as the General Manager of Gold Eagle Lodge in North Battleford since 2008. This June, Anderson will be retiring from the hotel business at the age of 70.

“I believe I’ve paid my dues and it’s very exciting to call it a career and being able to take on new challenges” Anderson said. “I had the great fortune to work with some really wonderful people in many different capacities. If it wasn’t for them, I don’t think I could have done it, but they were the kind of people that shared the same vision and were committed to what they were doing.”

Like many guests at a hotel, Anderson was well-travelled during his career. Early on his career, he worked at the Sunshine Village Ski & Snowboard Resort in Banff. The following summer he returned to the Chateau Lake Louise, where he met his future wife, Linda. Upon the advice of his mother and his father, he decided that he needed to “settle down” before getting married.

Anderson applied for a job at the Calgary Inn and was hired on the spot to take part in the Management Training Program. During his long stint at the hotel, Anderson had the opportunity to serve in every department. His next job at the Hospitality Inn South provided him with the unique challenge of overseeing the construction, the purchasing of the case goods, kitchen equipment china, glassware, linens etc. and opening of the two phases: the “tower” and a few years later the “atrium”.

“I had the good fortune to build a beautiful hotel right from an empty hole in the ground all the way up,” Anderson said. “It was tremendous experience for me, and I thank Gerry DeGagne and

Keith Bryant for this unique opportunity”.

In 1984, Anderson received an offer to work at Charlton’s Chateau in Jasper. He admitted that his wife and he agreed that it would be a good opportunity for him to build up his resume for a few years. Anderson ended up working at the hotel for 19 years.

“People have asked me about working that long for one person. I tell them that working with Gary and Linda Charlton was so much fun and they were fully committed to making the hotel ‘First Class’. Certainly it was challenging each and every day, but when you love what you are doing and where you are living life is pretty great!”

In 2003, following the sale of the Charlton’s Chateau Jasper Anderson took a step back from the industry, and moved to High River because of the community and the friends they have there. While there he became the Executive Director of The Cowboy Trail Tourism Association. Anderson said it was wonderful working in the ranch vacation industry, but unfortunately, there was no financial security!

Then, he got the call to join the Airline Hotels to manage the Gold Eagle Lodge.

“The day I got the phone call from Jaret Waddell, I was helping to push 150 head of cows and calves to a new pasture and told him ‘I’m really busy. I’ll have to phone you back.’ He told me later that following the call he wondered, ‘What the heck was he doing?’” Anderson said with a laugh.

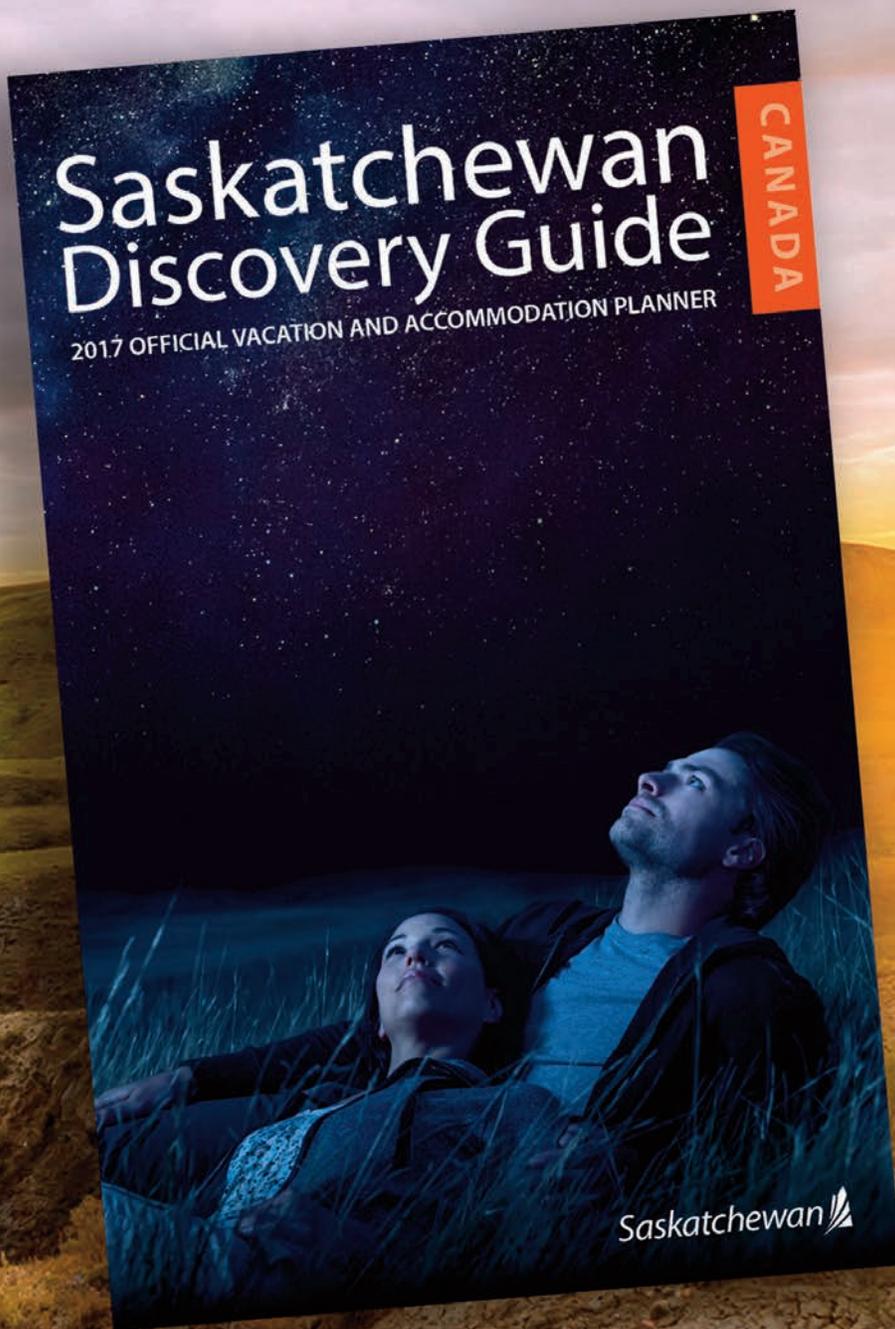
Anderson accepted the job at the Gold Eagle Lodge and has made a significant impact on the hotel. At the 27th annual Saskatchewan Tourism Awards of Excellence in 2016, Gold Eagle Lodge received the Service Excellence Award and Business of the Year Award (Over 20 Full-time Employees).

“When I came here, it was obvious that they really wanted to capture a piece of the business and the hotel really had some great potential,” Anderson said. “It has been a great experience living in the Battlefords, and working with Russ Brown of the Battlefords Tribal Council (owners of the hotel).

Anderson said he is looking forward to retirement and having the opportunity to relax, connect with friends and occasionally throw on the skis. He has some valuable advice for the next generation of employees in the industry.

“I hope that people realize the opportunity that is presented to them when they do enter our industry,” he said. “They get to work and take care of people from all walks of life from all over the world. Certainly, there are good ones and bad ones, but the good outweigh the bad by a long shot and sometimes it presents really wonderful memories that stay with you forever.” ■

Get Your FREE Saskatchewan Discovery Guides



The *2017 Saskatchewan Discovery Guide* is a comprehensive listing of attractions, events, accommodations, parks, campgrounds, recreation opportunities, and more.

Saskatchewan hotels and motels can help visitors travelling in and around Saskatchewan by making our literature available in their rooms and/or lobbies.

Bulk quantities are available for FREE by contacting Patti Peesker at patti.peesker@tourismsask.com.

CONVENTION 2017

MAY 30 & 31, 2017 | DELTA HOTEL | REGINA

Registration for both days including all meals,
sessions and trade show \$149 per person
(includes GST)

Registration for Wednesday May 31 only including breakfast, lunch
and the trade show \$49.00 (includes GST)

Note: you must be 19 years or older to attend the trade show.



Name(s) _____

Business Name _____

Town/City _____

Phone _____ Email _____

Credit Card # _____

Call 1-800-209-3555 to book your room
with rates starting at \$147.00 a night

Mention the group name
Saskatchewan Hotel & Hospitality Association,
Or, Book online at www.skhha.com



REGISTER NOW!

302-2080 Broad Street, Regina, SK S4P 1Y3