

October 7, 2010

For Immediate Release:

**OTEC ANNOUNCES 8 NEW TEAM MEMBERS TO BETTER SERVE
ONTARIO'S TOURISM WORKFORCE DEVELOPMENT AND
REGIONAL INITIATIVES**

Victoria Behune, President & CEO is pleased to announce the reorganization and expansion of the OTEC team to support provincial demand for training and workforce development projects. Ms. Behune states "with strong industry partnerships, and a growing interest in integrating standards and training into the tourism and hospitality industry, OTEC is poised to fill an expanded role as a leader in workforce development. OTEC has attracted a team of highly qualified individuals to further support our vision to be the provincially recognized organization that enables businesses to attract, develop and retain the best employees". The new team members and facilitators are as follows:

Pavla Kazda, Manager, Education & Skills Development, is a member of the Workforce Development team, and is responsible for partnerships in the education sector and managing the national merit certification program within the Province of Ontario.

Ms. Kazda comes to OTEC from the Ministry of Health Promotion where she was Ministerial Advisor. Previous positions included Business English Trainer in Japan, as well as Business Development Manager for McCain Foods serving the hospitality industry in Toronto.

Ms. Kazda is a graduate from the University of Guelph and holds a Master's Degree in Business Administration (MBA) with a specialization in Hospitality and Tourism. She also completed her Honours Bachelor of Business Administration at Wilfrid Laurier University.

Ms. Kazda replaces Kamal Singh and can be reached at pkazda@otec.org; 416-622-1975 ext. 217

Debbie Singh, Manager, Project and Partnership Development, fills a newly created position at OTEC within the Workforce Development Team. Ms. Singh works with OTEC's employment and social service partners integrating OTEC pre-employment training and curriculum into the network. She will also be Project Manager for the OTEC Literacy Project within the hotel sector.

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Ms. Singh brings with her a wealth of experience from the employment services sector and has worked with Alternative Youth Centre for Employment (AYCE), Community MicroSkills, and as liaison for City of Toronto youth program network. Ms. Singh's experience includes job development, industry engagement, apprenticeships, programs serving people with disabilities, and workshop facilitation.

Ms. Singh has a Business Administration Diploma and a Human Resource Management Certificate from Centennial College and is currently pursuing her Adult Education Certificate with Seneca College and her Bachelor of Education/Adult Education from Brock University.

Ms. Singh can be reached at dsingh@otec.org; 416-622-1975 ext. 235

Claire Sullivan, Coordinator, Client Development is responsible for coordinating client development, handling registrations for workshops, and facilitating marketing activities with OTEC's key industry partners.

Ms. Sullivan brings excellent experience working in customer centric tourism-based positions within destinations and at the municipal government level in Newfoundland and Labrador.

Ms. Sullivan holds a Masters in Environmental Studies (MES) with a focus on Tourism Policy and Planning from the University of Waterloo, as well as a Bachelor's degree in Tourism and Hospitality Management with a certificate in Business Administration from Mount Saint Vincent University.

Ms. Sullivan replaces Lauren Griesbach and can be reached at csullivan@otec.org; 416-622-1975 ext. 240

Geni McWatters, Coordinator Training & Program Development joins OTEC with over 12 years of experience in the hospitality industry. Ms. McWatters has also developed and delivered programs within a wide range of industries including the hospitality and financial sectors, and has worked as a facilitator both in Canada and in the Caribbean, focusing predominantly on language and literacy skill development.

At OTEC, Ms. McWatters is responsible for the coordination of training projects to ensure project deliverables and timelines are successfully met, and contributes to the design and development of learning programs at OTEC as part of the instructional design team.

Ms. McWatters graduated with an Honours, Bachelor of Science, from the University of Guelph, Ontario, and in 2003 completed her Trinity CerTESOL certificate to teach English as a Second Language. In 2009 she completed the Adult Training and Development Certificate Program at Ryerson University.

Ms. McWatters can be reached at gmcwatters@otec.org; 416-622-1975 ext. 210

Ava-Dawn McKay, Training Program Facilitator, brings to OTEC over 10 years international experience in the hospitality and tourism industry within the resort, hotel, airline and cruise ship sectors. As training and development manager for a major cruise line company, she facilitated and delivered onboard training programs in the areas of management, customer service, professional sales, and train the trainer programs.

Ms. McKay is OTEC trainer liaison and coordinates public and contract training program logistics provincially. She is also project coordinator for OTEC's literacy project within the Ontario hotel sector.

Ms. McKay has a Masters of Science (M.Sc.) in International Hospitality Management from Sheffield Hallam University (England, U.K.), and a Bachelor of Science in Tourism Management from The University of the West Indies (Jamaica and the Bahamas). She also has a Diploma in Teaching English as a Foreign/Second Language (TEFL/TESL).

Ms. McKay can be contacted after October 18, 2010

Marie Murphy-Foran is OTEC's northern Ontario region Senior Associate and Facilitator. With extensive experience as a facilitator and in the tourism sector working on community-based tourism product and business development projects, Ms. Murphy-Foran brings a wealth of knowledge to the OTEC team about northern Ontario skill requirements and initiatives. Ms. Murphy-Foran has worked on the development of numerous emergent national occupational standards, and more recently facilitates OTEC's "*Ready to Work Project*" with the Metis Nation of Ontario in Sault Ste. Marie.

Ms. Murphy-Foran's background includes a diploma in Recreation Leadership and a range of designations from various organizations including the Provincial Institute in Community Development; Banff School of Management; Centre of Excellence CODA, and Ryerson University.

Tanya Lynn Sadler, is OTEC's new facilitator in Eastern Ontario and is responsible for facilitating OTEC's "*Ready to Work Project*" in the Ottawa area for the Métis Nation of Ontario.

An experienced facilitator, teacher, department head, and curriculum developer, Ms. Sadler has extensive international experience delivering English as a Second Language, literacy and special education programs, and has worked in Hong Kong, Thailand, Japan, and Canada. She was most recently a project manager for the Canadian Tourism Human Resource Council.

Ms. Sadler has a Bachelor of Education, OISE/University of Toronto as well as a Bachelor of Arts, University of Waterloo in Recreation and Leisure Studies. She also has certifications in e-Learning, Human Resources Management, Graphic Design Applications and French from various Canadian Universities.

Susan Tait is OTEC's new facilitator in Central Ontario and is responsible for facilitating OTEC's "Ready to Work Project" in the Midland area for the Metis Nation of Ontario.

With over 15 years experience as a teacher and facilitator, Ms. Tait brings a wealth of expertise training for customer service, tourism and hospitality, career and vocational services, and small business development. In addition, she has worked as a teacher at the secondary level, at Georgian College on youth entrepreneurship and career programming, and in the social services sector.

Ms. Tait holds a Bachelor of Education and a BA in Social Welfare from Nipissing University. She has also achieved a Diploma in Human Services Counselling from George Brown College, is a certified MBTI Assessor from OISE/University of Toronto and holds a Tourism Management Diploma from Georgian College.

For more information about OTEC Team members please review About OTEC at www.otec.org.

About OTEC

OTEC is an independent, not-for-profit training and human resource development organization which has evolved from the 2005 consolidation of the Ontario Tourism Education Corporation (OTEC) established in 1991, and Customer Service Excellence Corporation (CSEC) established in 2001. Originally formed through a partnership with industry, government, labour and education to offer training programs, standards, certification and employment development programs for the tourism and hospitality sectors, the organization continues with these mandates, but has expanded to lead on Ontario's tourism workforce development initiatives and to provide an extensive range of "*Customer Service & Management*" training programs for a variety of sectors and clients.

OTEC is Ontario's representative on the Canadian Tourism Human Resource Council (CTHRC), the national sector council for tourism, funded by Human Resources and Social Development Canada (HRSDC), and is the tourism sector council and human resource development organization for the Province of Ontario representing the labour, skills development, training, and human resource issues of the sector.

For more information on OTEC's products and services please go to www.otec.org

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