

emerit Professional Certification Snapshot

Occupation	Online Learning Option	Knowledge Exam (Paper-based or web-based) (Max. 4 hours)	Work Experience (Required prior to Performance Evaluation)	Performance Evaluation	Professional Designation
Banquet Server		100 questions	350 hours work experience	Observation by an incognito evaluator	TCP
Bartender	√	100 questions	600 hours work experience	“Mystery guest” on the job observation	TCP
Casino Dealer		100 questions	Hold a current casino gaming license & at least 6 months/900 qualified hours	“Mystery guest” on the job observation and reference check with candidate’s immediate supervisor	TCP
Campground Operator		150 questions	Currently working in the occupation and minimum 2 years experience	Interview format (in person or over the phone)	TCM

Casino Slot Attendant		100 questions	Current provincial casino gaming license and 3 months/500 hours experience	“Mystery guest” observation and reference check through an interview with supervisor	TCP
Event Coordinator	√	100 questions	1500 hours within 3 year period	Case study and skills assessment interview	TCP
Event Manager	√	100 questions	1500 hours within 3 year period. Event Co-ordinator certification is required.	Skills assessment in-person interview	TCM
Food and Beverage Server	√	100 questions	500 hours work experience	“Mystery guest” on the job observation	TCP
Food and Beverage Manager	√	100 questions	2 years foodservice experience, 1 year at a supervisory level	Skills assessment interview	TCM

Freshwater Angling Guide		100 questions	60 field days with fishing clients or 50 days with fishing clients plus 10 days of related outdoor guiding. Standard First Aid and Basic CPR is required.	Evaluator will interview 3 previous clients	TCP
Front Desk Agent	√	100 questions	1000 hours work experience	“Mystery guest” on the job observation	TCP
Guest Services Attendant		100 questions	Minimum 600 hours work experience	“Mystery guest” on the job observation	TCP
Heritage Interpreter	√	100 questions	1200 hours of interpreter-related work experience	On-site observation and interview	TCP
Housekeeping Room Attendant	√	100 questions	900 hours work experience	On –site observation	TCP

Hunting Guide		100 questions	60 field days with hunting clients or 50 days with hunting clients and 10 days of related outdoor guiding Standard First Aid, Basic CPR, and Federal training for firearm safety is required	Evaluator will interview 3 previous clients	TCP
Line Cook		100 questions	1 year or 1200 hours work experience. Food Safety and WHMIS are required.	On-site observation	TCP
Reservation Sales Agent	√	100 questions	500 hours work experience	Portfolio assignment, "mystery call" & on-site observation/interview	TCP
Retail Sales Associate		100 questions	600 hours work experience	"Mystery guest" on the job observation	TCP
Sales Manager	√	100 questions	2 years sales experience in tourism industry	Skills assessment interview and "mystery sales call"	TCP

Supervisor	√	100 questions	3000 hours over 2 consecutive years of tourism experience with a minimum of 6 months or 500 hours at supervisory level	On-site observation, interview, reflective review, case study and portfolio assignments	TCS
Taxicab and Limousine Driver		100 questions	6 months/600 hours working as a Taxicab or Limousine Driver	“Mystery guest” observation	TCP
Tour Director		100 questions	Minimum of 80 hours (conducting out of town tours of a minimum of 3overnight stays) within the past 3 years	On-site evaluation and interview	TCP
Tourism Essentials (Only exam and Certificate of Completion)	√	80 questions	30 hours work experience	N/A	N/A
Tour Guide		100 questions	15 tours or 60 hours	“Mystery guest” on the job observation	TCP
Tourism Trainer		100 questions	120 hours of training experience. Experience in tourism is an asset but not required.	Case study and on-site evaluation (observed delivering a 2-4 hour program)	TCS

Travel Counsellor (contact the Canadian Institute of Travel Counsellors - CITC)		100 questions	1000 hours work experience	Telephone calls by “mystery guest”, in-person observation/interview session, review of recorded telephone conversations and review of internet transactions	TCP
Tourism Visitor Information Counsellor	√	100 questions	400 hours work experience	“Mystery guest” evaluation and structured telephone interview	TCP
Wine Server		150 questions	500 hours work experience with wine. Food and Beverage Server or Bartender exam is required.	“Mystery guest” evaluation and observation of skills during a subsequent meeting	TCP
Workplace Trainer (Only exam and Certificate of Completion)		100 questions	N/A	N/A	N/A

For more details or to register, please contact:

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