



Head Office & Training Centre, 21 Four Seasons Place, Suite 300
Toronto, ON, M9B 6J8; Phone (416) 622-1975; Fax (416) 622-7476

emerit PRODUCT ORDER FORM

PRODUCT CODE	PRODUCT	PRICE	EN G	FR E
TRAINER'S GUIDES (available only as PDF files)				
BFBT	Bartender/Food and Beverage Server	85.00		
CADT	Casino Slot Attendant	85.00		N/A
CWET	Canadian Workplace Essentials	85.00		
CWEMT	Canadian Workplace Essentials (Multi-Sector)	85.00		
FBMT	Food and Beverage Manager	85.00		
FDAT	Front Desk Agent	85.00		
GSAT	Guest Services Attendant	85.00		
HEIT	Heritage Interpreter	85.00		
HRAT	Housekeeping Room Attendant	85.00		
LICFG	Line Cook Coach's Field Guide	85.00		
RSAT	Reservations Sales Agent	85.00		
SUST	Supervisor	85.00		
TOET	Tourism Essentials	75.00		
TVICT	Tourism/Visitor Info Counsellor	85.00		
TRCT	Travel Counsellor Job Coach	85.00		
OCCUPATIONAL WORKBOOKS				
BARW	Bartender	85.00		
CAOW	Campground Operator	85.00		
CWEW	Canadian Workplace Essentials	50.00		
CWEWM	Canadian Workplace Essentials (Multi-Sector)	85.00		
CSAW	Casino Slot Attendant	85.00		N/A
EVCW	Event Coordinator	85.00		
EVMW	Event Manager	85.00		
FBMW	Food and Beverage Mgr (4) each	85.00		
FBMP	Food and Beverage Mgr set of 4	345.00		
FBSW	Food and Beverage Server	85.00		
FAGW	Freshwater Angling Guide	85.00		
FDAW	Front Desk Agent	85.00		
GSAW	Guest Services Attendant	85.00		
HEIW	Heritage Interpreter	85.00		
HRAW	Housekeeping Room Attendant	85.00		
HUGW	Hunting Guide	85.00		
LICW	Line Cook	85.00		
RSAW	Reservations Sales Agent	85.00		
SAAW	Retail Sales Associate	85.00		
SAAW	Retail Sales Associate + Job Coach Set	115.00		
SAMW	Sales Manager	85.00		
SUPW	Supervisor (4) each	85.00		
SUPW	Supervisor set of 4	315.00		
TOGW	Tour Guide	85.00		
TODW	Tour Director	85.00		
TOEW	Tourism Essentials	50.00		
TOEA	Tourism Essentials Answer Key	25.00		
TVICW	Tourism/Visitor Information Counsellor	85.00		
TRCW	Travel Counsellor	85.00		N/A

PRODUCT CODE	PRODUCT	PRICE	EN G	FR E
HUMAN RESOURCE & BUSINESS PLANNING TOOLS (Modules not for sale)				
BBS-CDROM	Business Builders CD-Rom (Bilingual)	55.00		
Modules:	Business Planning			
	Financial Management			
	Human Resource Management			
	Marketing			
	Sales and Service			
	Managing Operations			
HRTK-CDROM	HR Tool Kit CD-Rom	55.00		
Modules:	Human Resource Planning			
	Staffing and Orientation			
	Training and Professional Development			
	Performance Management			
	Retention			
	Termination and Separation			
	Occupational Health and Safety			
	Training Video Kits (with English manual)			
SELV	Selling Skills	105.00		
RAPV	Establishing Rapport	105.00		
ETHV	Ethics & Special Needs	105.00		
TEAV	Team Approach	105.00		
COMV	Handling Complaints	105.00		
VIDV	Set of Five (5) Training Video Kits	455.00		N/A
LZSV	Liftzone Ski Video	145.00		
	Train the Trainer (TTT)			
TTTW	TTT Participant Manual	55.00		
TTTL	TTT Leader's Guide	145.00		N/A
TTTS	TTT Self-Study Guide Set (with Video)	455.00		
TTWW	TT Workplace Trainer – Participant's Manual	55.00		
TTWL	TT Workplace Trainer Facilitator's Guide	145.00		
	Aboriginal			
ATBU	Aboriginal Tourism - A Business Guide	30.00		
	Career Expo Manual			
CEMA	Career Expo Manual	50.00		
	NATIONAL REPORTS / STUDIES			
TTSE08	Total Tourism Sector Employment in Canada: 2008 Update	145.00		
TTSE08-OL	Total Tourism Sector Employment in Canada: 2008 Update – PDF version	85.00		
COMS-NA	2008 Canadian Tourism Sector Compensation Study - National	145.00		
COMS-ON	2008 Canadian Tourism Sector Compensation Study - Ontario	85.00		
SUM-COMS	Survey Methodology and Compensation Comparison Study – as PDF only	Free		



PRODUCT CODE	PRODUCT	PRICE	E N G	F R E
NATIONAL OCCUPATIONAL STANDARDS				
BAMO	Banquet Manager	45.00		
BASO	Banquet Server	45.00		
BARO	Bartender	45.00		
CAOO	Campground Operator	45.00		
CSAO	Casino Slot Attendant	45.00		
CADO	Casino Dealer	45.00		
CAMO	Catering Manager	45.00		
CEVO	Certification Evaluator	45.00		N/A
DSMO	Director of Sales & Marketing	45.00		N/A
DSTO	Door Staff	45.00		N/A
EVCO	Event Coordinator	45.00		
EVMO	Event Manager	45.00		
FBMO	Food & Beverage Manager	45.00		
FBSO	Food & Beverage Server	45.00		
FSCA	Food Service Counter Attendant	45.00		N/A
FAGO	Freshwater Angling Guide	45.00		
FDAO	Front Desk Agent	45.00		
GCMO	Golf Club Manager	45.00		
GSAO	Guest Services Attendant	45.00		
HEIO	Heritage Interpreter	45.00		
HRAQ	Housekeeping Room Attendant	45.00		
HUGO	Hunting Guide	45.00		
IDSO	In-Room Dining Server	45.00		
	Kitchen Helper	45.00		
LICO	Line Cook	45.00		N/A
NIAO	Night Auditor	45.00		
OUGO	Outdoor Adventure Guide	45.00		
PRCO	Professional Cooking	90.00		
RSAO	Reservations Sales Agent	45.00		
SSAO	Retail Sales Associate	45.00		
SAMO	Sales Manager	45.00		
SKIO	Ski Area/Resort Occupations Guidelines	95.00		
SBOO	Small Business Owner/Operator	45.00		
SUSO	Supervisory Skills	45.00		
TLDO	Taxicab & Limousine Driver	45.00		
TODO	Tour Director	45.00		
TGDO	Tour Guide	45.00		
TOOO	Tour Operator	45.00		
TORO	Tourism Researcher	45.00		

PRODUCT CODE	PRODUCT	PRICE	E N G	F R E
NATIONAL OCCUPATIONAL STANDARDS				
TSBO	Tourism Small Business Owner	45.00		N/A
TOTO	Tourism Trainer	45.00		
TVIO	Tourism Visitor Information Counsellor	45.00		
TVSO	Tourism Visitor Information Supervisor	45.00		
TRCO	Travel Counsellor	45.00		N/A
TRSS	Transferable Skills	45.00		
USTO	Using Standards for Training	45.00		N/A
WISO	Wine Server	45.00		
WOTO	Workplace Trainer	45.00		
ON-LINE LEARNING (Bundles include all modules)				
BAROL	Bartender Bundle	85.00		
BAROL	Bartender – Each Module	25.00		
EVCOL	Event Coordinator Bundle	85.00		
EVCOL	Event Coordinator – Each Module	25.00		
EVMOL	Event Manager Bundle	345.00		
EVMOL	Event Manager – Each Module	105.00		
FBSOL	Food and Beverage Server Bundle	85.00		
FBSOL	Food and Beverage Server – Ea. Mod.	25.00		
FBMOL	Food and Beverage Manager – Bundle	345.00		
FBMOL	Food and Beverage Manager – Ea Mod	105.00		
FDAOL	Front Desk Agent Bundle	85.00		
FDAOL	Front Desk Agent – Each Module	25.00		
HEIOL	Heritage Interpreter - Bundle	85.00		
HEIOL	Heritage Interpreter – Each Module	25.00		
HRAOL	Housekeeping Rm. Attendant Bundle	85.00		
HRAOL	Housekeeping Rm. Attendant – Ea Mod	25.00		
LICOL	Line Cook – Bundle	85.00		
LICOL	Line Cook – Each Module	25.00		
RSAOL	Reservation Sales Agent Bundle	85.00		
RSAOL	Reservation Sales Agent – Each Mod.	25.00		
SAMOL	Sales Manager Bundle	85.00		
SAMOL	Sales Manager – Each Module	25.00		
SUPOL	Supervisor Bundle	315.00		
SUPOL	Supervisor – Each Module	95.00		
TVIOL	Tourism Visitor/Info Counsellor Bundle	85.00		
TVIOL	Tourism Visitor/Info Counsellor–Ea Mod	25.00		
TOEOL	Tourism Essentials Bundle	40.00		
TOEOL	Tourism Essentials – Each Module	20.00		



PAYMENT INFORMATION

TERMS AND CONDITIONS

Payment must be received by credit card, cheque, or money order.
Invoice will be generated once product order is received.
Product orders will not be shipped until payment in full is received.
Product order must be received a minimum of 2 weeks prior to date required to allow for delivery.
Product orders not received before this time are subject to a \$20 late charge.
Pricing is subject to 13% HST.
Shipping and handling charges apply to all product orders.

Name/Title:			
Company:		Sub-total	=
Address:		13% HST (133401539)	+
City, Province, Postal Code:		TOTAL:	=
Telephone:	PLUS SHIPPING & HANDLING CHARGE		

Method of Payment:
 Visa
 MasterCard
 Invoice
 Cheque
 Money Order

- where approved,
 - Call for shipping rates
 - Call for shipping rates
 P.O. # required
 - Payable to OTEC
 - Payable to OTEC

Name on Card or Purchase Order # _____

Credit Card Number: _____ Expiry Date: _____

Signature for Credit Card Authorization: _____ Promotion Code: (if applicable) _____

Order today! Fax/mail/email this form to:

**Jennifer Siftt, Coordinator, Employment & Skills Development, jsiftt@otec.org
 (address on letterhead)**

Please also contact Jennifer to learn more about Professional Certification