



Ginger Brunner, CPHR
go2hr
Regional HR Specialist/ Health & Safety

Bio: Ginger is a Chartered Professional in Human Resources (CPHR) and trainer. She has close to 20 years of applied human resources and management experience within the tourism/hospitality industry. Joining go2HR in 2016, Ginger brings experience in developing, facilitating and supporting HR programs, as well as facilitating a range of college and university recruitment initiatives. Based in Kelowna, BC, she works with tourism operators and stakeholders in the

regionalization of key recruitment, retention and training initiatives as outlined in the BC Tourism HR Strategy.

go2HR is BC's tourism human resource association, responsible for playing a lead role in executing the BC Tourism Human Resources Strategy. Established in 1979, go2HR helps employers with their HR needs in areas such as occupational health & safety, customer service training, recruitment, retention and labour shortages, employment-related policy and legislation, and labour market research. go2HR also promotes jobs and careers in tourism, hosts the BC tourism job board and helps businesses provide remarkable customer experiences through its signature SuperHost suite of training. In partnership with WorkSafeBC, go2HR is also the health and safety association for the tourism and hospitality industry. Our website contains numerous resources and FAQs to help employers navigate the challenges posed by COVID-19.

Areas of Assistance:

- Health & safety resources related to the COVID-19 situation
 - Extensive resource library with templates, sample documents and much more
 - OHS best practices, including how to develop a robust health and safety program
 - Free, online Safety Basics Assessment allows employers to assess their current health and safety program and receive targeted advice on how to improve
 - FAQs based on queries from employers
 - Health and safety online training courses, including the Foundations of Workplace Safety and the Occupational Health and Safety Program Fundamentals
 - Interpreting and understanding how to comply with OHS legislation
 - Certificate of Recognition (COR) program support
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Jason McMillan STOPOVER Hospitality Consultant

Bio: Jason McMillan has 30 years of Hospitality experience in a variety of capacities, from large hotels, to fine dining restaurants, brewpubs to ownership of a boutique hotel and now consulting. Jason has experience in front of house leadership and is also a certified chef. With his varied background and experience, Jason is able to provide support in many areas of the food and beverage industry. Specifically, Jason can support you in the areas of: Menu development, costing, inventory controls, strategic planning, recruitment, policies and procedures, marketing, leadership and succession planning.

Jason believes that creating an unforgettable guest experience is the key to success. Only through team training are we able to achieve this. Living and training the philosophy “you’re only as good as your last plate” has made for many great memories.

Areas of assistance:

- Day to day restaurant concerns
- Menu development, this includes (food, wine, cocktail, takeout, and non-alcoholic menus)
- Costing
- Inventory controls
- Recruiting
- Policies and procedures
- Leadership and team training
- Marketing
- Strategic planning
- Forecasting
- WORKSAFE BC
- VIHA
- Some HR policies
- Restaurant layout and design

Our F+B expert is NOT able to help with:

- Service Canada related services
 - CERB, Wage subsidy
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