



Workforce Insider

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By Tony Burton • Nov 13, 2024

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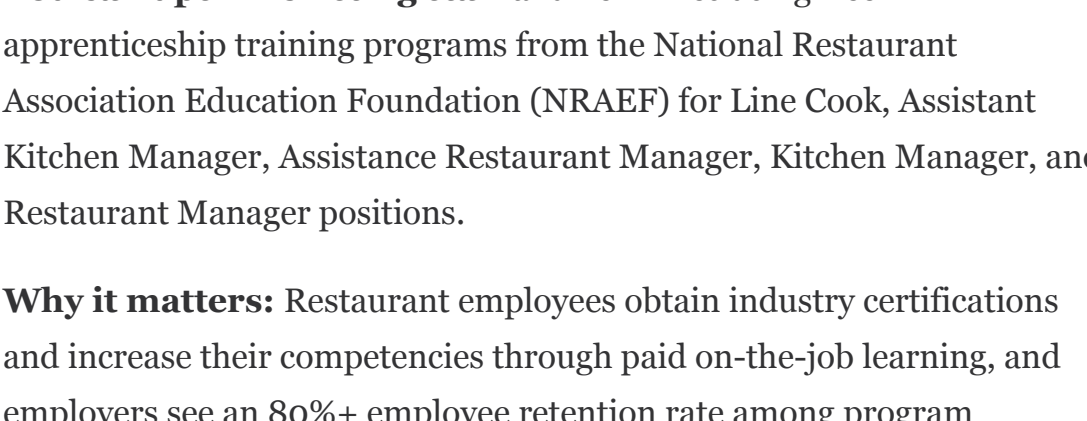
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We would like to thank our Workforce Insider Sponsor - [Aimbridge](#) - for their contributions and commitment to Minnesota's hospitality workforce!

Support HMEF and it's work to cultivate the workforce hospitality needs.

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Learn More About Our Workforce Programs During National Apprenticeship Week



Happy National Apprenticeship Week! Apprenticeship is an ideal way to shape future talent and grow your business at the same time. And it's free!

You can upskill existing staff and new hires using free apprenticeship training programs from the National Restaurant Association Education Foundation (NRAEF) for Line Cook, Assistant Kitchen Manager, Assistance Restaurant Manager, Kitchen Manager, and Restaurant Manager positions.

Why it matters: Restaurant employees obtain industry certifications and increase their competencies through paid on-the-job learning, and employers see an 80%+ employee retention rate among program participants. Plus, because of new funding from the MN Department of Labor & Industry, incentive grants will be available for participating businesses in 2025.

- **Learn more:** Contact Victoria or attend an Apprenticeship Information Session led by the NRAEF next [Wednesday, November 20 at 2 PM](#).

[Register for the Session](#)

Student Hospitality Career Expo Recap



What happened: In mid-October the HMEF hosted a student Hospitality Career Expo for 300 students from across Minnesota at the DoubleTree by Hilton Minneapolis Park Place to showcase the hospitality industry and provide students with a day filled with skill development, exploration, and career discovery.

At the event, students:

- Explored the wide variety of careers in the food service and hospitality industry.
- Practiced customer service and professional skills.
- Experienced hands-on culinary labs and demonstrations.
- Participated in round table conversations with hospitality professionals.
- Learned the interconnected functions and departments of a hotel.

Students connected with hospitality professionals from:

- Actabl, American Culinary Federation - Minneapolis, Bacio, Bloomington Minnesota Travel & Tourism, Border Foods, CenterPoint Energy, D'Amico Catering, DoubleTree by Hilton Minneapolis Park Place, Ecolab, General Mills, Grand Casino Mille Lacs & Hinkley, Interlachen Country Club, Madden's on Gull Lake, Meet Minneapolis, Sheraton Minneapolis | Aimbridge Hospitality, Minneapolis Marriott City Center, Mystic Lake Center & Hotel, Performance Foodservice, Southwest Minnesota State University, That Cooking School, University of Wisconsin – Stout and Zepole Restaurant Supply Co.

Join Zoë François January 22 for Stars of the Future!



Celebrate and Invest in Our Workforce! Join renowned baker Zoë François at this year's Stars of the Future fundraiser on Wednesday, January 22nd, at the [Four Seasons Hotel Minneapolis](#).

A Night to Remember: Join us for an unforgettable evening dedicated to the future of Minnesota's hospitality industry. The event will feature:

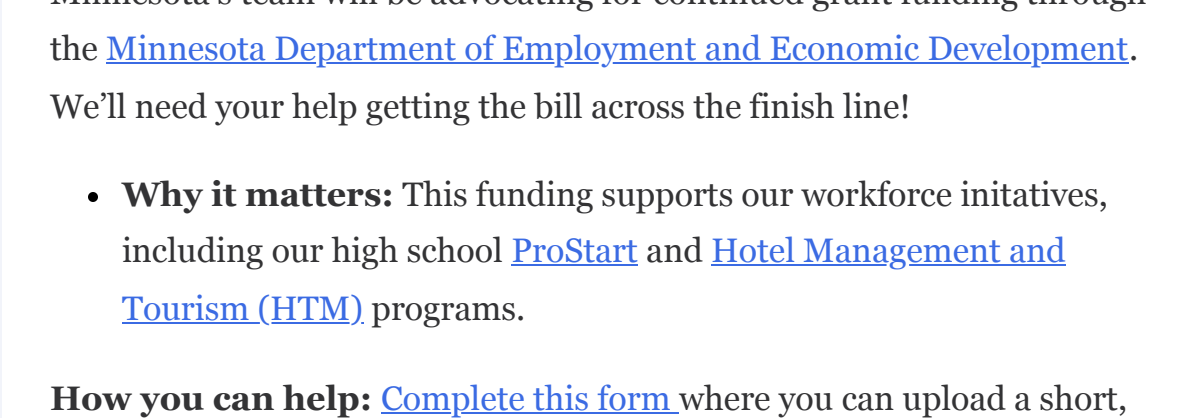
- **Culinary Delights:** Indulge in a curated grazing table by the Four Seasons, featuring an array of gourmet bites, and savor exquisite amuse-bouche prepared by talented ProStart students.
- **Networking Opportunities:** Connect with industry leaders, fellow hospitality enthusiasts, and emerging talent.
- **A Cause Worth Supporting:** All proceeds from the event will benefit HMEF, which provides essential scholarships and educational programs to aspiring hospitality professionals. Since 2006, HMEF has awarded nearly \$900,000 in scholarships to hundreds of Minnesota students.

Your Support Makes a Difference! By attending Stars of the Future, you're not only enjoying a fantastic evening but also investing in the future of our industry. Your support helps young, talented individuals pursue their dreams and make a significant impact on Minnesota's hospitality scene.

[Register Here](#)



University of Minnesota Launches New Online Customer Training Program



Hospitality Minnesota is thrilled to announce the launch of a new Online Customer Service Training Program, developed by the [University of Minnesota's Tourism Center](#). This innovative program is designed to equip frontline workers with the essential skills needed to provide exceptional customer service. [If interested in participating, complete the required pre-enrollment form here.](#)

A collaborative effort: This valuable resource was made possible through a state appropriation secured by the Hospitality Minnesota, in partnership with [Explore Minnesota](#) and the [Minnesota Department of Employment and Economic Development](#).

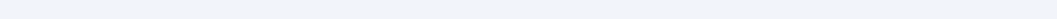
Why this matters: In today's competitive hospitality industry, outstanding customer service is more important than ever. This free online training program offers a convenient and accessible way for Minnesota hospitality businesses to enhance their staff's skills and knowledge.

Key Benefits of the Online Training Program:

- **Free of charge:** The program is entirely free for Minnesota residents.
- **Mobile-friendly:** Access the training from anywhere, at any time, on any device.
- **Skill-based training:** Focuses on essential customer service skills, including communication, problem-solving, and conflict resolution.
- **Expert instruction:** Led by experienced industry professionals from the University of Minnesota.

How to get started: All those interested must [complete this in-take form to get started](#). For help enrolling in the program or for more information, please contact [Dr. Xinyi Qian](#), the course instructor.

Reminder: Input Requested for Hospitality Voices - Foundation Programs



Hospitality Perspectives Needed! Next year, Hospitality Minnesota's team will be advocating for continued grant funding through the [Minnesota Department of Employment and Economic Development](#). We'll need your help getting the bill across the finish line!

- **Why it matters:** This funding supports our workforce initiatives, including our high school [ProStart](#) and [Hotel Management and Tourism \(HTM\)](#) programs.

How you can help: [Complete this form](#) where you can upload a short, 30 second-or-less testimonial answering the provided questions about how our workforce programs, like [ProStart](#) and [HTM](#), have impacted your professional and personal development. You'll also be asked to upload a completed [Video Consent and Release Form](#) prior to submitting your testimonial, if the testimonial is of a minor.

- **Vertical, DIY smartphone videos are preferred!** Once received, we will then edit the submitted videos and broadcast them throughout session as part of a greater campaign aimed at securing future funding.

Some background: During the last legislative session, our first [Hospitality Voices](#) campaign focused on what impact accessible rideshare has on our workforce and industry. The campaign contributed to our coalition's success in saving accessible rideshare across the state.

Have any questions? [Email Tony](#) for more information.

For more on our education and workforce initiatives, visit [our website](#).

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