

Honourable David Eby
Attorney General of British Columbia
Room 242, Parliament Buildings
Victoria, B.C. V8V 1X4

July 23, 2018



Re: Support for go2HR's Administration of Serving It Right

Dear Minister Eby,

On behalf of the Board of Directors and members of the Tourism Industry Association of British Columbia (TIABC), I am writing to urge government to negotiate an agreement to keep management of the *Serving It Right* program with go2HR as it has been for some 30 years.

Aside from the fact that *Serving It Right* is required by law, it has been an enormous customer service difference maker for the thousands of servers who work in restaurants, bars and venues throughout the province, and who regularly serve liquor to BC residents and visitors.

The effectiveness of *Serving It Right* can be directly attributed to industry's long-standing **partnership** with government and go2HR's stewardship of the program since its inception. Importantly, the revenue collected from go2HR's administration of *Serving It Right* has allowed the organization (on behalf of industry) to invest in multiple programs, research, and training that have provided tremendous benefits to BC's tourism workforce and are critical to our sector's future success.

These programs are vital to tourism operators and employees, and a key reason why British Columbia's visitor economy continues to grow and prosper. Without *Serving It Right* revenues, go2HR's ability to deliver multiple services would be severely compromised and leave an enormous vacuum in the industry. What's more, go2HR's future as 'the' human resources service provider to BC's 19,000+ tourism businesses and 133,000 employees would be seriously jeopardized. At a time when labour shortages are a significant impediment to further growth of BC's visitor economy, a vibrant and sustainable go2HR is needed now more than ever.

Minister, TIABC respectfully requests that government continue its **partnership** with go2HR through a long-term contract or memorandum of understanding to ensure that *Serving It Right* and other key programs continue for the benefit of all tourism stakeholders in BC.

Sincerely,

Jim Humphrey
Chair, TIABC

c.c. Hon. Lisa Beare, Minister of Tourism, Arts & Culture