

# READY TO WORK GRADUATE



After completing *Ready-to-Work*, she and her husband opened Panini Delicatessen in Niagara Falls. Confidence had become the deal maker!

## Muge Ozbeklier

Confidence can be a deal maker or a deal breaker. During Muge Ozbeklier's first few years in Canada, it was a deal breaker.

Before moving to Niagara Falls in 2001, Muge worked in the restaurant of the Hilton Hotel in Istanbul. She enjoyed working with the public and providing top notch customer service but, because she struggled with English, Muge did not have the confidence to seek a customer service job during her first six years in Canada. Though she studied English as a second language during those early years, she did not become fluent because she spent little time speaking English in her daily affairs.

When Muge completed Ontario Tourism Education Corporation's (OTEC) *Ready-to-Work* program, her situation changed. Through the program, she obtained the key certifications recognized by the tourism industry across Canada. This gave her confidence. Most importantly to her, by working through the content of the Tourism Essentials course, Muge realized that she had all the customer service skills required for success in the Canadian workplace. This knowledge, too, gave her confidence.

With Canadian credentials and a new understanding of customer service expectations, Muge felt she could succeed.

### Graduate Profile

**Name:**

Muge Ozbeklier

**Country of origin:**

Turkey

**Arrived in Canada:**

2004

**Current Employment:**

Co-Owner of Panini Delicatessen



Ready-to-Work  
Emplois clés en main

### OTEC Head Office & Training Centre

21 Four Seasons Place, Suite 300, Toronto, ON, M9B 6J8 (416) 622-1975 (800) 557-6832

[www.otec.org](http://www.otec.org)

