



Banff & Lake Louise Hospitality Mentorship Program

In Legacy of David M. Bayne

About:

Our vision for the Banff & Lake Louise Hospitality Mentorship Program is to create a thriving community of mentors and mentees, driven by a shared commitment to upholding the values of leadership, hard work, and professionalism exemplified by David M. Bayne. We envision a program that not only preserves David's enduring legacy but also empowers the next generation of leaders to reach new heights.

Our vision encompasses the following key principles:

Excellence as the Standard: We envision a mentorship program where excellence is not just an aspiration but a way of life. David Bayne's unwavering commitment to excellence in every aspect of his work life serves as our guiding light for this program. We aim to instill this ethos in all our participants, inspiring them to set high standards for themselves and others.

Empowering Mentorship: Our vision is to foster an environment where mentors and mentees collaborate closely, sharing knowledge, experience, and wisdom. We believe that mentorship should be a two-way street, where both parties grow, learn, and evolve. David's dedication to nurturing talent and supporting professional development inspired us to provide a platform for such mentorship relationships to flourish.

Legacy Preservation: We are committed to preserving David's legacy by embracing the principles of leadership, hard work, and professionalism that he embodied. Our vision is to ensure that these principles are not forgotten, but instead, are passed down through generations of mentors and mentees who participate in the program.

Community of Excellence: We envision a community that thrives on collaboration, support, and mutual respect. Our mentorship program is not just about individual growth but the collective betterment of all participants. We aim to create a close-knit network of professionals who continue to embody David's values and actively contribute to the success of the Banff and Lake Louise region.

Innovation and Adaptation: While we honour tradition and heritage, our vision is to stay dynamic and adapt to the evolving needs of our community and industry. David had an uncanny ability to innovate and adapt while providing steadfast leadership. We aspire to continue this legacy by embracing change, fostering innovation, and staying the course of excellence.

In conclusion, the Banff & Lake Louise Hospitality Mentorship Program aspires to be a beacon of leadership, hard work, and professionalism. Through the dedication of our mentors and the commitment of our mentees, we seek to honour David's legacy by inspiring excellence, shaping futures, and leaving an indelible mark on the Banff and Lake Louise community and beyond.

Program Eligibility:

- Worked in Banff for at least three months to be a Mentee
- Worked in Banff for at least one year to be a Mentor
- Committed to working and living in Banff through six-month term

Program Intake:

Two six-month terms per year, 50 participants, 25 matches per intake

- **Summer/Fall Intake (July-Dec)**
 - May 16, 2025 – Registration open
 - June 15, 2025 – Application deadline
 - June 16 - 20, 2025 - Participant matches made
 - June 26, 2025 - Welcome and e-introduction to matches
 - November 9, 2025 – Request extension deadline from matches
- **Winter/Spring Intake (Jan-June)**
 - November 10, 2025 - Registration open
 - January 11, 2026 - Application deadline
 - January 12-16, 2026 - Participant matches made
 - January 22, 2026 - Welcome and e-introduction to matches
 - May 17, 2026 – Request extension deadline from matches

Leadership Mentorship:

What is a mentor?

A mentor is an experienced person who commits to help another person reach important goals through coaching, listening, advising, and guiding. A mentor does not establish or complete the mentee's goals or objectives.

What is a mentee?

A mentee is an individual who receives advice, coaching, assistance, and feedback from a more experienced person with the desired outcome of achieving goals they have set. The mentee must have clear goals and be willing to be guided.

Leadership Matching

The leadership stream is designed to connect mentors and mentees who are one step apart in their professional development and career. We recognize that there often are not linear steps in tourism and hospitality and so this framework will be used as a guide when creating matches.

	Mentor	Mentee
Temple	At least five years in a senior level leadership role as a general manager, executive, or director	Less than five years in a general manager, executive level, or director role, or at least three years as a manager
Cascade	Less than five years in a general manager, executive level, or director role, or at least three years as a manager	Less than three years as a manager or one year in a supervisor, coordinator, lead, or captain role
Tunnel	Currently in a supervisor, coordinator, lead, or captain role	One year of experience in the hospitality industry

Roles & Responsibilities:

Mentors

- Establish a foundation for clear, open communication between you and your mentee
- Help the mentee develop an appropriate learning plan for the mentoring relationship.
- Set aside the time required to make the mentorship relationship successful.
- Provide a safe environment where the mentee can discuss challenges without losing credibility.
- Provide friendly, professional support and help the mentee to explore alternatives related to professional issues and challenges.
- Support the development of creative and independent thinking by being a sounding board to help the mentee come to solutions on their own.
- Provide advice on how to access information within the tourism and hospitality industry to accomplish goals.
- Treat your mentee as a legitimate professional colleague with the potential for high performance.
- Provide helpful coaching and constructive feedback.
- Create opportunities for growth and development of the mentee outside of their existing field or area of experience.
- Introduce the mentee to your network.
- Be open to learning from your mentee

Mentees

- Treat your mentor as a professional colleague.
- Commit to and respect the relationship and the meeting times that are set.
- Initiate contact with your mentor and work with them to establish the scheduling of regular meetings.
- Get to know your mentor – ask about their professional background and experience.
- Be open and clear with your mentor about your expectations of the mentoring relationship.
- Take the initiative to develop a plan of action for your learning during the mentoring relationship.
- Be willing to be coached; ask for and receive feedback in a non-defensive manner.
- Keep an open mind and be ready to learn from your mentor's experiences.
- Be respectful of your mentor's schedule by starting and ending meetings on time.
- Let your employer know that you are participating in a mentoring relationship.

Mentorship Experience:

Mentorloop

Mentorloop is software that brings the whole Banff & Lake Louise Hospitality Mentorship Program together, in one place. This is where you will connect with the program coordinator, meet your mentorship match, set goals, track progress, and celebrate achievements.

Mentorloop access is available on the web and through an app available on Apple iPhone and Android.



Frequency of Meetings:

A minimum of six, one-hour meetings are a required commitment to participate in the program. Ideally, matches will meet one-time per month however we will leave scheduling to what works best for each distinct match. There is no maximum number of meetings.

Meeting Type:

Meetings can occur online or in-person. Each mentorship pairing will receive two coffee cards to facilitate at least one in-person meeting during the six-month match.

Mentorloop integrates with Outlook, Apple, and Google calendars as well as Zoom. It also has a video chat platform in the software.

Goal Setting and Milestones:

Both mentees and mentors should sign up for the program with a goal and objective in mind for the mentorship relationship.

Mentee goal examples:

- Map out your career path
- Learn a new skill or strategy like delegation or negotiation
- Solve a complex problem you are currently facing
- Learn more about a niche aspect of the hospitality industry

Mentor goal examples:

- Grow your leadership skills
- Learn more about workplace trends like DEI or AI
- Learn how to be a proven advisor
- Work on your soft skills as a leader

Mentors and Mentees will create SMART goals and capture milestones in achieving their goals in the six-month match.

Sentiment:

As a way of measuring progress for the participants and evaluating the full mentorship program, Mentorloop surfaces regular qualitative feedback from individuals on their matches using one answer sentiment prompts.

Mentorloop integrates with LinkedIn to share milestones and sentiments right from the Mentorloop software.

Concluding your mentorship experience:

At the end of the six-month term matches will end and their journey on Mentorloop will conclude. We will remind you before to capture anything you need from the “loops” in the software.

If a match would like to continue working on their goals together, they can apply for an extension of an additional six months. We will remind you of this deadline when it approaches.

Questions:

Contact the Banff & Lake Louise Hospitality Mentorship Program Coordinator:

Jenn Porter, Director, Workforce & Destination Affairs
BANFF & LAKE LOUISE HOSPITALITY ASSOCIATION
jenn@bllha.ca