

FAQ- External

Ambassador Service

1. What is the Ambassador Service?

A: The service is an initiative which was identified from the Finance and Economic Development Committee (FEDCO) Report Outcomes for 2013.

The purpose of the Ambassador Service is to improve the overall experience for business entrepreneurs who seek services from the City when starting to plan and operate their new business. Entrepreneurs will be provided with:

- The opportunity to have one point of contact with the City when obtaining required permits, licenses and services related to the restaurant segment;
- In-person guidance, direction and guidelines using a dedicated 'case manager' approach; and
- The ability to book an appointment with a Business Information Officer, who will provide them with documentation, checklists and a detailed roadmap for City licenses and permits required to open their business.

This service will address the following deliverables identified to Council on November 06, 2012:

- "Implementing a corporate "Ambassador" function pilot project for new and existing entrepreneurs where they will be able to meet with designated staff members and on line to obtain information, guidance and direction with respect to starting and operating their business (es).
- "improving the ability for businesses in Ottawa to do business online 24/7 by developing a "How to start a business guide" for the City, which articulates the process required to start a business, including the standard processing times for permits and licenses"

2. What types of businesses are eligible to participate in the Ambassador Service?

A: The initial implementation will focus on new restaurant start-ups, and is expected to expand to include other business sectors later this year.

3. What can I do if my business is not eligible to participate in the Ambassador Service?

A: Other entrepreneurs will be able to contact the BIO for information and guidance on City departments/lines of business that process their specific / type of request. They can be reached at bio1stop@ottawa.ca

4. How do I register for the Business Ambassador Service?

A: Entrepreneurs can start the process and benefit from this service by [booking an appointment](#) online with the BIO.

5. What is the Business Information Officer (BIO) role?

A: The role of the Business Information Officer (BIO) is to:

- Act as a single point of contact for new restaurant start-ups who are looking for information on applying for license and permits within the City;
- Provide each restaurant entrepreneur with information, documentation and a roadmap to help successfully open their business when applying for licenses and permits;
- Offer assistance to entrepreneurs during their license and permits application process; and
- Help solve any issues that may have come up by contacting City departments involved in the process.

6. How can I get into contact with the BIO?

A: You can contact the BIO by [booking an appointment](#).

7. Where can a Business Entrepreneur meet with a BIO?

A: A Business Entrepreneur can meet with a BIO at four Client Service Centers:

1. City Hall

110 Laurier Avenue West
Ottawa, ON
K1P 1J1

Monday – Friday from 8:30-5:00pm

2. Ben Franklin Place

101 CentrepoinTE Dr
Nepean, On

K2G 5K7
Monday to Friday from 8:30-4:30pm
3. Orléans Client Service Center
255 Centrum Blvd
Orléans, ON
K1E 3V8
Monday to Friday from 8:30-4:30pm
4. Kanata Client Service Centre
Main Level, 580 Terry Fox Drive
Kanata, ON
K2L 4C2
Monday to Friday from 8:30-4:30pm

If one of the four client service centres does not work for the entrepreneur, the BIO can meet with you at an alternate public facility.

8. Can I meet with a BIO in French and English?

A: Yes, you are able to meet with a BIO in both official languages upon request.

9. What are the benefits to the Business Entrepreneur?

A: Support for business entrepreneurs that are considering or opening a new business

- One single point of contact for business client communication
- Consistent, timely and accurate information specific to their business start-up
- Better understand the process when applying for or renewing a permit or license
- Clearer timelines known upfront from the time an entrepreneur initiates the process to the time they open their business
- Reduce number of touch points an entrepreneur needs to obtain a necessary services such as permits and licenses

Contact

Please contact bio1stop@ottawa.ca

Revision Period

August 30, 2013