

Guest Services Representative A Guide to Course Content

Guest Services Representatives promote, sell and book accommodation, products and services.

Training Requirements: To graduate from the apprenticeship program, an apprentice must successfully complete the required technical training and compile enough on-the-job experience to total at least 1800 hours each year. Total trade time required is 3600 hours and at least 2 years in the trade.

- At least one year of the training must be completed while registered as an apprentice delivered by industry through Tourism Saskatchewan.

The information contained in this document serves as a guide for employers and apprentices, and briefly summarizes the training delivered at each level of apprenticeship training. The hours and percentages of technical and practical training may vary according to class needs and progress.

The content of the technical training components is subject to change without notice.



Guest Services Representative trade training includes the following components:

Front Desk Agent national *emerit* Certification

Interpersonal Skills

- service professionalism
- communication skills

Guest Information Services

- providing information services
- promoting tourism

Switchboard

- processing calls

Reservations

- following reservation procedures

Arrivals and Departures

- processing guest arrivals
- processing guest departures

Departmental Duties

- using equipment
- operational procedures
- providing guest services
- monetary transactions

Safety and Security

- security guidelines

Legislation

- Hotel Keepers Act
- legislation regarding discrimination

Reservations Sales Agent national *emerit* Certification

General Knowledge

- promoting tourism
- complying with legislation
- knowing products and services

Professionalism

- exhibiting professionalism
- working with others
- communicating effectively

Client Relations

- responding to client concerns

Office Operations

- using the telephone
- administrative responsibilities

Selling Skills

- sales
- reservation procedures

Monetary Transactions

- process payments
- process refunds

Housekeeping Room Attendant Performance Review**Professionalism**

- house policies
- legislation
- grooming and hygiene
- professionalism and service

Guest Relations

- communication skills
- guest information
- guest room features
- lending and retrieving company property
- guest privacy

Industry Terms

- defining terms

Safety

- working safely
- emergency procedures

Security

- guest security
- lost and found items
- reporting discrepancies in guest room status

Cleaning Responsibilities

- beginning and ending shift routines
- cart preparation
- stocking linen closets
- cleaning materials and tools
- cleaning guest rooms
- rotation cleaning duties

Tourism Visitor Information Counsellor Performance Review**Professionalism**

- Maintaining Professional Appearance
- Demonstrate Cultural Awareness
- Work Effectively with Others

Communications

- Listen Effectively
- Speak Effectively
- Write Effectively

Information Services

- Conduct Online Research
- Keep Resources Current
- Prioritize Service to Visitors
- Assist Visitors with Special Needs
- Provide Information to Enhance Visitors' Experience
- Provide Directions to Visitors
- Handling Complaints
- Provide Information via email
- Extend Visitors Stay by Promoting Local Area, Region, Province/Territory

Other Required Training

- Customer Service (Service Best or equivalent)
- Hotel Night Audit (100 hours)
- Workplace Trainer National *emerit* Exam or Workplace Training program certificate
- WHMIS
- Standard First Aid
- CPR "A" or better