

Guest Services Representative *On-the-Job Training Guide*

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

Training Requirements: 3600 hours (2 years) including:

- four work place competency credentials that must be completed in consultation with the Saskatchewan Tourism Education Council:

Front Desk Agent national *emerit* Certification (including exam and work history verification)

Reservations Sales Agent national *emerit* Certification (including exam and work history verification)

Housekeeping Room Attendant Performance Review

Tourism Visitor Information Counsellor Performance Review

Additional required training by the Saskatchewan Tourism Education Council include:

- 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

Journeyman to apprentice ratio for this trade is: 1:4

The information contained in this document serves as a guide for employers and apprentices. Apprenticeship training is mutually beneficial to both employer and apprentice. The employer’s investment in training apprentice’s results in skilled and certified workers. The document summarizes the tasks to be covered by the apprentice during the on-the-job portion of apprenticeship training. The hours and percentages of technical and practical training may vary according to class needs and progress.

It is the employer’s or journeyman’s training responsibility to supervise an apprentice’s practical skills development until a satisfactory level of proficiency has been reached.

EMPLOYER TRAINING RESPONSIBILITY

- expose the apprentice to all appropriate service standards of the trade
- provide guided, hands-on practice in client service
- demonstrate the techniques for all services offered by the organization

Employers should make every effort to expose their apprentices to work experience in as many areas of the trade as possible.

Below, in-school instruction is listed first; suggestions to help employers assist the apprentice to prepare for in-school training are listed next.

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

Front Desk Agent national *emerit* Certification

Interpersonal Skills

Service professionalism
Communication skills

The employer can assist the apprentice to achieve these objectives by:

- *encouraging a professional work environment*
- *developing communication skills among team members*
- *demonstrating how to give assistance to special needs guests*

Guest Information Services

Providing information services
Promoting tourism

The employer can assist the apprentice to achieve these objectives by:

- *explaining how to best share information with clients and customers*
- *promoting local events and points of interest*

Switchboard

Processing calls

The employer can assist the apprentice to achieve this objective by:

- *demonstrating the correct procedure for answering, forwarding and assisting callers*

Reservations

Following reservation procedures

The employer can assist the apprentice to achieve this objective by:

- *making reservation procedures accessible for all employees in this department*

Arrivals and Departures

Processing Guest arrivals
Processing guest departures

The employer can assist the apprentice to achieve these objectives by:

- *demonstrating the proper techniques when receiving guests*
- *demonstrating the proper techniques when a guest is preparing to depart*

Safety and Security

Security guidelines

The employer can assist the apprentice to achieve this objective by:

- *identifying the current security policies*

Legislation

Hotel Keepers Act
Legislation regarding discrimination

The employer can assist the apprentice to achieve these objectives by:

- *explaining legislation that affects service within their work environment*

Reservations Sales Agent national *emerit* Certification

General Knowledge

Promoting tourism
Complying with legislation
Knowing products and services

The employer can assist the apprentice to achieve these objectives by:

- *promoting local events and points of interest*
- *explaining legislation that affects service within their work environment*
- *explaining the products and services the establishment provides for clients*

Professionalism

Exhibiting professionalism

Working with others

Communicating effectively

The employer can assist the apprentice to achieve these objectives by:

- *encouraging a professional work environment*
- *developing communication skills among team members*

Client Relations

Responding to client concerns

The employer can assist the apprentice to achieve this objective by:

- *explaining how to best assist clients to resolve concerns*

Office Operations

Using the telephone

Administrative responsibilities

The employer can assist the apprentice to achieve these objectives by:

- *demonstrating the use of the telephone system*
- *explaining administrative duties and responsibilities*

Selling Skills

Sales

Reservation procedures

The employer can assist the apprentice to achieve these objectives by:

- *demonstrating sales techniques*
- *explaining company procedures regarding reservations*

Monetary Transactions

Process payments

Process refunds

The employer can assist the apprentice to achieve these objectives by:

- *demonstrating the appropriate methods to receive or refund payments to clients*

Housekeeping Room Attendant Performance Review

Professionalism

House policies

Legislation

Grooming and hygiene

Professionalism and service

The employer can assist the apprentice to achieve these objectives by:

- *explaining what policies are established within the business*
- *explaining legislation that affects service within their work environment*
- *describing the importance of appropriate grooming*
- *demonstrating a work environment that promotes service excellence*

Guest Relations

Communication skills
Guest information
Guest room features
Lending and retrieving company property
Guest privacy

The employer can assist the apprentice to achieve these objectives by:

- *emphasizing the importance of good communication skills*
- *explaining how to share valuable information with guests/clients*
- *demonstrating how to lend and retrieve company items*
- *explaining the importance of guest privacy*

Industry Terms

Defining terms

The employer can assist the apprentice to achieve this objective by:

- *explaining commonly used terms*

Safety

Working safely
Emergency procedures

The employer can assist the apprentice to achieve these objectives by:

- *providing a safe work environment*
- *explaining emergency procedure*

Security

Guest Security
Lost and found items
Reporting discrepancies in guest room status

The employer can assist the apprentice to achieve these objectives by:

- *providing security policies in written form*
- *establishing a lost and found area*
- *creating a room status "log"*

Cleaning Responsibilities

Beginning and ending shift routines
Cart preparation
Stocking linen closets
Cleaning materials and tools
Cleaning guest rooms
Rotation cleaning duties

The employer can assist the apprentice to achieve these objectives by:

- *explaining shift duties*
- *providing cart and linen supply lists*
- *demonstrating the standard to which the cleaning duties must be done*

Tourism Visitor Information Counsellor Performance Review

Professionalism

Maintaining Professional Appearance
Demonstrate Cultural Awareness
Work Effectively with Others

The employer can assist the apprentice to achieve these objectives by:

- *encouraging effective communication between team members*
- *encouraging a positive work environment*
- *explaining what dress and grooming is appropriate to the business*
- *developing standards for assisting customers with problems or special situations*

Communications

Listen Effectively
Speak Effectively
Write Effectively

The employer can assist the apprentice to achieve these objectives by:

- *explaining specific communication techniques*
- *demonstrating how to give assistance to special needs guests*
- *explaining how to create opportunity when processing complaints*

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

The employer can assist the apprentice to achieve these objectives by:

- *explaining the products and services available*
- *sharing interesting local and provincial statistics*
- *making resource materials available*

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

Consider apprenticeship training as an investment in the future of your company and in the future of your workforce. Ultimately, skilled and certified workers increase your bottom line.

Get involved in the apprenticeship training system. Your commitment to training helps to maintain the integrity of the trade.

Do you have employees who have been working in the trade for a number of years but do not have trade certification? Contact your local apprenticeship office for details on how they might obtain the certification they need.

Saskatchewan Apprenticeship & Trade Certification Commission

2140 Hamilton St. Regina, SK S4P 2E3

Tel: (306) 787-2444

Fax: (306) 787-5105

Toll Free: 1-877-363-0536

Website: www.saskapprenticeship.ca

District Offices

Estevan (306) 637-4930

La Ronge (306) 425-4385

Moose Jaw (306) 694-3735

North Battleford (306) 446-7409

Prince Albert (306) 953-2632

Saskatoon (306) 933-8476

Swift Current (306) 778-8945

Yorkton (306) 786-1394