

GUEST SERVICES REPRESENTATIVE



What do Guest Services Representatives do on the job?



Make room reservations, register arriving guests, assign rooms, present statements of charges to departing guests and receive payment



Answer inquiries regarding hotel services and registrations, and respond to guests' complaints



Compile and check daily record sheets, guest accounts, receipts and vouchers using computerized or manual systems



Provide information services and promote local events and points of interest to guests



Saskatchewan
Apprenticeship and
Trade Certification
Commission

