

Guest Services Representative On the Job Training Guide 2022

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

Journey person 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 journey person’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 merit 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 merit 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*

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

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La Ronge (306) 425-4385

Moose Jaw (306) 694-3735

North Battleford (306) 446-7409

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This information is subject to change without notice.