



Guest Services Representative Guide to Course Content

2024

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STRUCTURE OF THE GUIDE TO COURSE CONTENT

To facilitate understanding of the occupation, this guide to course content contains the following sections:

Task Matrix: a chart which outlines graphically the major work activities, tasks and sub-tasks of this standard detailing the essential skills and the level of training where the content is covered. The Task Matrix is broken down into the following:

Major Work Activity: the largest division within the standard that is comprised of a distinct set of trade activities.

Task: distinct actions that describe the activities within a major work activity.

Sub-task: distinct actions that describe the activities within a task.

Training Profile Chart: a chart which outlines the model for Saskatchewan Apprenticeship and Trade Certification Commission (SATCC) technical training.

Technical Training Course Content for the Guest Services Representative Certification: a chart which outlines the model for SATCC technical training sequencing. For the harmonized level of training, a cross reference to the Harmonized apprenticeship technical training sequencing, at the learning outcome level, is provided.

TRAINING REQUIREMENTS FOR THE GUEST SERVICES REPRESENTATIVE TRADE

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.

Guest Services Representatives go through a unique process in their journey to Journey person explained briefly below. Training is generally workplace based and is supervised and supported by the Saskatchewan Tourism Education Council.

1. Before being eligible for journey person status, you must register as an apprentice with SATCC. See point 4 below.
2. Complete five workplace competency credentials in consultation with the Saskatchewan Tourism Education Council:
 - a. Front Desk Agent - National Emerit Certification
 - b. Reservations/Sales Agent - National Emerit Certification
 - c. Housekeeping Room Attendant Performance Review
 - d. Tourism Visitor Information Counsellor – National Emerit Certification
 - e. Workplace Trainer - National Emerit Certification or STEC's on-line Workplace Trainer program certification
3. In addition, candidates must provide documentation to the Saskatchewan Tourism Education Council that they have completed the following courses:
 - a. WHMIS
 - b. Standard First Aid
 - c. CPR 'A' or better
 - d. *Customer Service (*Service Best or equivalent - note that "Ultimate Customer Service Workshop is not equivalent)
4. Once candidates have registered 3600 hours or more, and completed the STEC requirements they are eligible for Journey person status. *note - they are not required to serve half the term of apprenticeship under contract.

Program criteria for Service Best equivalency:

1. A minimum of 6 hours of training.
2. Definition of Customer Service
3. Service Recovery Model/Process
4. Address Service Attitude
5. Rigour

Ex. "Casino Regina Customer Service" program **has** equivalency

The information contained in this document details the technical training delivered for each level of apprenticeship. An apprentice spends approximately 15% of their apprenticeship term in a technical training institute learning the technical and theoretical aspects of the trade. 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.

Entrance Requirements for Apprenticeship Training

Your grade twelve transcripts (with no modified classes) or GED 12 is your guarantee that you meet the educational entrance requirements for apprenticeship in Saskatchewan. In fact, employers prefer and recommend apprentices who have completed high school. This ensures the individual has all of the necessary skills required to successfully complete the apprenticeship program, and receive journey person certification.

Individuals with “modified” or “general” classes in math or science do not meet our entry requirements. These individuals are required to take an entrance assessment prescribed by the SATCC.

English is the language of instruction in all apprenticeship programs and is the common language for business in Saskatchewan. Before admission, all apprentices and/or “upgraders” must be able to understand and communicate in the English language. Applicants whose first language is not English must have a minimum Canadian Language Benchmark Assessment of six (CLB6).

Note: A CLB assessment is valid for a one-year period from date of issue.

Designated Trade Name	Math Credit at the Indicated Grade Level ^❶	Science Credit at Grade Level
Guest Services Representative	Grade 9	N/A
<p>^❶ - (One of the following) WA – Workplace and Apprenticeship; or F – Foundations; or P – Pre-calculus, or a Math at the indicated grade level (Modified and General Math credits are not acceptable).</p> <p>*Applicants who have graduated in advance of 2015-2016, or who do not have access to the revised Science curricula will require a Science at the minimum grade level indicated by trade.</p> <p>For information about high school curriculum, including Math and Science course names, please see: http://www.curriculum.gov.sk.ca</p> <p>Individuals not meeting the entrance requirements will be subject to an assessment and any required training</p>		

TECHNICAL TRAINING COURSE CONTENT

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

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

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