



Guest Services Representative On-the-Job Training Guide

2024

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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.

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 apprentices, results in skilled and certified workers. The document summarizes the tasks to be covered by the apprentice during their on-the-job portion of apprenticeship training. An apprentice spends approximately 85% of their apprenticeship term training on-the-job.

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

EMPLOYER TRAINING RESPONSIBILITY

- promote a safety-conscious workplace
- provide mentored, hands-on practice in the use of tools and equipment
- demonstrate procedures relevant to the trade
- provide the opportunity for apprentices to perform full scope of services
- ensure that the apprentice can perform the services in the trade

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

The On-the-Job Training Guide is to help employers assist the apprentice to prepare for in-school training.

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

STRUCTURE OF THE ON-THE-JOB TRAINING GUIDE

To facilitate understanding of the occupation, this on-the-job training guide 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.

Major Work Activity (MWA): 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.

On-the-Job and In-school Training Content for the Guest Representative Services Certification: a chart which outlines the topics of technical training with on-the-job examples for apprentices to achieve relevant experience at work.

ON-THE-JOB AND IN-SCHOOL TRAINING CONTENT FOR THE GUEST SERVICES REPRESENTATIVE TRADE

Front Desk Agent national Emerit Certification

Interpersonal Skills

- service professionalism
- communication skills

Mentors can assist the apprentice to prepare for this section of technical training 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

Mentors can assist the apprentice to prepare for this section of technical training by:

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

Switchboard

- processing calls

Mentors can assist the apprentice to prepare for this section of technical training by:

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

- following reservation procedures

Mentors can assist the apprentice to prepare for this section of technical training by:

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

Arrivals and Departures

- processing guest arrivals
- processing guest departures

Mentors can assist the apprentice to prepare for this section of technical training by:

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

Safety and Security

- security guidelines

Mentors can assist the apprentice to prepare for this section of technical training by:

- *identifying the current security policies*
-

Legislation

- Hotel Keepers Act
- legislation regarding discrimination

Mentors can assist the apprentice to prepare for this section of technical training 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

Mentors can assist the apprentice to prepare for this section of technical training 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

Mentors can assist the apprentice to prepare for this section of technical training by:

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

Client Relations

- responding to client concerns

Mentors can assist the apprentice to prepare for this section of technical training by:

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

Office Operations

- using the telephone
- administrative responsibilities

Mentors can assist the apprentice to prepare for this section of technical training by:

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

Selling Skills

- sales
- reservation procedures

Mentors can assist the apprentice to prepare for this section of technical training by:

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

- process payments
- process refunds

Mentors can assist the apprentice to prepare for this section of technical training 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

Mentors can assist the apprentice to prepare for this section of technical training 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

Mentors can assist the apprentice to prepare for this section of technical training 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

Mentors can assist the apprentice to prepare for this section of technical training by:

- *explaining commonly used terms*
-

Safety

- working safely
- emergency procedures

Mentors can assist the apprentice to prepare for this section of technical training by:

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

Security

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

Mentors can assist the apprentice to prepare for this section of technical training 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

Mentors can assist the apprentice to prepare for this section of technical training 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

Mentors can assist the apprentice to prepare for this section of technical training 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

Mentors can assist the apprentice to prepare for this section of technical training by:

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

Mentors can assist the apprentice to prepare for this section of technical training 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.

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