



Guest Services Representative Guide to Course Content

2025

Online: www.saskapprenticeship.ca

1-877-363-0536
apprenticeship@gov.sk.ca
saskapprenticeship.ca



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 follow a unique pathway on their journey to becoming a Journeyperson, outlined briefly below:

Steps to Achieve Journeyperson Status – Guest Services Representative

1. Register as an Apprentice

Before becoming eligible for journeyperson status, candidates must register as an apprentice (See Step 3 for eligibility details).

2. Complete Three Workplace Competency Credentials:

- Front Desk Agent – Emerit (available through Tourism Saskatchewan)
- Frontline Sales (available through Tourism Saskatchewan)
- Service Best or equivalent (available through Tourism Saskatchewan)

3. Meet Hour and Credential Requirements

Once candidates have registered 3600 hours or more and completed the requirements, they are eligible for Journeyperson status. *Note - candidates 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 meets equivalency requirements.

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

Candidates must submit documentation to the SATCC confirming completion of the following training:

- **Front Desk Agent – Emerit** (available through Tourism Saskatchewan)
- **Frontline Sales** (available through Tourism Saskatchewan)
- **Service Best or equivalent** (available through Tourism Saskatchewan)

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