Guest Services Representative

Occupational Requirements

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Saskatchewan Apprenticeship and Trade Certification Commission

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STRUCTURE OF AN OCCUPATION

An occupation is defined by industry-established standards for training, work experience, and, in some cases, certification examinations. Industry-recognized training programs and assessment processes are already in place to support these standards.

Occupations are available exclusively through a unique Apprenticeship pathway.

Individuals who meet the requirements established by industry may be granted an Occupational Certificate by the Saskatchewan Apprenticeship and Trade Certification Commission (SATCC).

To be eligible for certification in a designated occupation, applicants must meet the following criteria:

- Complete the required number of work experience hours
- Provide proof of successful completion of any required industry-recognized training
- Achieve a passing result on any required industry-recognized examination(s), where applicable

To obtain an Occupational Certificate, applicants must first complete the required work experience hours and any applicable industry-recognized training. Once these requirements have been met, an Apprentice application must be submitted to SATCC. SATCC will verify all work experience hours, training credentials, and examination results, where applicable, before granting certification.

DESCRIPTION OF GUEST SERVICES REPRESENTATIVE OCCUPATION

Guest Services Representatives promote, sell and book accommodation products and services. They make room reservations, register arriving guests, assign rooms, present statements of charges to departing guests and receive payment.

Guest Service Representatives answer inquiries regarding hotel services and registrations by letter, telephone and in person, and respond to guests' complaints. They also compile and check daily record sheets, guest accounts, receipts and vouchers using computerized or manual systems.

CERTIFICATION REQUIREMENTS FOR
GUEST SERVICES REPRESENTATIVE

Before applying to the Guest Services Representative occupation, applicants must successfully complete the required industry-recognized training and compile enough on-the-job experience to total at least 1800 hours each year. Total on-the-job experience required is 3600 hours and 2 years in the occupation.

The requirements for a Guest Services Representative Occupational Certificate are:

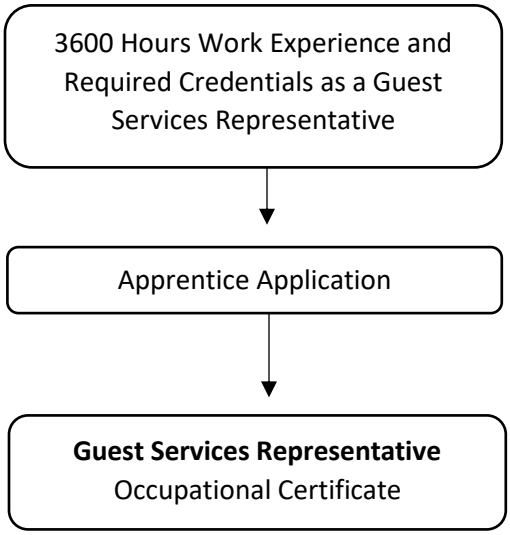
- A minimum of 2 years AND 3600 hours of work experience;
- Completion of three workplace competency credential requirements:
    - Front Desk Agent – Emerit (available through Tourism Saskatchewan)
    - Frontline Sales (available through Tourism Saskatchewan)
    - Service Best or equivalent (available through Tourism Saskatchewan

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

Route to Credential:



Form #2026 102626

This information is subject to change without notice.

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