

# HOTEL CAREERS

## A FIRST STEP TOWARDS YOUR FUTURE





The tourism sector includes more than 400 occupations that offer a range of career options.



## CONCIERGE

A concierge works in the accommodations industry and provides a range of services to ensure guests have everything they need during their stay. This job involves tasks such as checking guests in, making reservations, providing recommendations for attractions or restaurants in the local area, and arranging transportation. A concierge often works shifts and may be required to work evenings or weekends to accommodate this. This job is well suited to people who have an enthusiastic and confident personality, who enjoy working with the public and providing great customer service, and who have great attention to detail.

## RESPONSIBILITIES

-  Communicate directly with guests, both in person and by telephone
-  Provide information on facilities and services, events and attractions, tours, travel routes and transportation schedules
-  Provide area maps, brochures and other literature
-  Arrange tickets, bookings, appointments and reservations for guests

## KNOWLEDGE, SKILLS & ABILITIES

- ✔ A secondary school diploma is required
- ✔ Post-secondary training in tourism or hospitality management is an asset
- ✔ Excellent communication skills
- ✔ Excellent customer service skills
- ✔ Strong knowledge of local community, area and region
- ✔ Good problem-solving skills
- ✔ Good organizational skills
- ✔ Good time management skills
- ✔ Knowledge of a second language is an asset

## POSSIBLE FUTURE CAREER PATHS

- Chief Concierge
- Assistant Front Office Manager
- Ship's Purser
- Front Office Manager
- Sales Manager
- General Manager

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