

HOTEL CAREERS

A FIRST STEP TOWARDS YOUR FUTURE








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
















FRONT DESK AGENT

A hotel front desk agent represents the first point of contact with guests and handles all stages of a guest's stay. Often a guest's first impression of a property is the result of the front desk agent's skills and abilities. Front desk agents provide many guest services, working in the lobby or reception areas of hotels, motels, resorts and other accommodation facilities. The position is challenging and varied and offers the opportunity to work flexible hours and meet many new people.

RESPONSIBILITIES

-  Process guest arrivals and departures, including all necessary payments
-  Handle & coordinate room assignments and pre-arrivals
-  Handle guests' concerns
-  Offer referrals for services and handle requests for information
-  Handle and store luggage
-  Assist with the check-in and check-out of groups and tours
-  Assist other departments as required

KNOWLEDGE, SKILLS & ABILITIES

-  A secondary school diploma is required
-  Post-secondary training in tourism or hotel management is an asset
-  Excellent communication skills
-  Professional attitude
-  Good organizational skills
-  Effective conflict management and decision-making skills
-  Previous experience in customer service is an asset
-  Ability to use a variety of computer applications
-  Cash handling experience is an asset
-  Administrative skills
-  Time management skills
-  Ability to speak a second language is an asset
-  Working knowledge of the facility, services and local area

POSSIBLE FUTURE CAREER PATHS

- Front Concierge
- Customer Service Agent
- Front Office Manager
- Assistant Front Office Manager

OUR PARTNERS

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