

# HOTEL CAREERS

## A FIRST STEP TOWARDS YOUR FUTURE







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



### GUEST SERVICES ATTENDANT

Guest services attendants are often the eyes and ears of a property. Hotels depend on guest services attendants to provide courteous and professional service to guests who are checking in to or out of the facility and to offer assistance to guests as needed during their stay. Guest services attendants provide service to guests at the main door or lobby of an accommodation property. They help with luggage, offer information and generally endeavor to make every person's stay a pleasant one. Work can be very fast paced, especially during the high season.

### RESPONSIBILITIES

-  Provide guests with verbal or written information about the facilities, services, room choices and rates, and area attractions
-  Make room reservations following established procedures, using computerized or manual systems
-  Handle guest arrivals and departures
-  Handle guest keys, mail and faxes
-  Compile record sheets or log books, guest accounts and vouchers
-  Prepare bills and process payments

### KNOWLEDGE, SKILLS & ABILITIES

- ✔ Professional attitude
- ✔ Ability to work as a member of a team
- ✔ Good communication skills
- ✔ Customer service skills
- ✔ Enjoy working with people
- ✔ Physical ability to lift and carry heavy suitcases and other items
- ✔ Good time management skills may be required
- ✔ Knowledge of facility, services and locale
- ✔ Secondary school diploma is preferred
- ✔ Post-secondary training in tourism is advantageous

### POSSIBLE FUTURE CAREER PATHS

- Concierge
- Guest Services Manager
- Assistant Front Desk Manager
- Front Desk Manager

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