

FINDING

Work in ...

Informing
Attracting
Developing
Retaining



HOTEL/MOTEL DESK CLERK

QUICK FACTS

- Often the first people to greet incoming guests.
- Must be neat in appearance.
- Must have good customer service skills.
- Ability to organize.
- Good communication skills.
- The ability to handle stress.
- Standing for long periods of time.
- Work schedules include evenings, nights, weekends and holidays.
- Above average wages.

NATURE OF WORK

- Greeting guests, answering phone calls, making reservations, and assigning rooms.
- Checking guests in and out.
- Providing room charges and receiving payment from departing guests.
- General office related duties.
- Collecting and checking daily records.
- Using manual and computerized systems.
- Standing, typing and holding a phone at the same time.
- Standing for long periods of time.
- Some heavy lifting may be required.
- Promoting the facilities and services available to guests.
- Following company policies and procedures.
- Attending department staff meetings.
- Wearing a uniform and name tag may be required.

- Work schedules include full-time, part-time, year-round work, and may include evenings, nights, weekends and holidays.
- The average wage range for a Hotel/Motel Desk Clerk in Southeastern Alberta ranges from \$9.00 per hour to \$10.00 per hour.
- For additional information, visit www.alis.gov.ab.ca (NOC# 6435).



WHAT EMPLOYERS LOOK FOR

- Neat and professional in appearance.
- A pleasant, positive, and outgoing attitude.
- Good written, oral, and telephone communication skills.
- Honest, trustworthy and responsible individuals.
- A strong work ethic.
- Being punctual and able to work independently.

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WHAT EMPLOYERS LOOK FOR CONTINUED...

- Good customer service skills.
- The ability to solve customer related concerns and complaints.
- Ability to handle cash transactions.
- Being responsible for cash floats and deposits.
- Able to work well under pressure and handle stressful situations.
- Of good physical health in order to maintain a rigorous pace of work.
- A general knowledge of the tourism industry and attractions in the area.
- Ability to operate and carry out routine upkeep of office equipment.
- Clerical or basic accounting experience is an asset, but not mandatory.
- Minimum Grade 12 education preferred, but not mandatory.
- Travel and Tourism Degree is an asset.
- Experience with the operation of basic computer systems.
- Working well with all employees.
- Applying safe work practices at all times.
- Transportation to get to and from work.

RELATED TRAINING OPPORTUNITIES

- Experience, length of employment, and hard work will provide opportunities to advance to supervisory or management positions.
- A Business Diploma or a Travel and Tourism Degree are available through Medicine Hat College (www.mhc.ab.ca) or business schools.
- The employer provides on-the-job training.
- Visit the **Corporate Education Network** for additional training opportunities specifically in Southeast Alberta (www.cenetwork.ca).

HOW TO APPLY

- Hiring procedures vary depending on the employer.
- Generally, job seekers are to submit a resume or complete a company application form.
- Apply in person, by mail or by fax directly to the company office.
- Applying in person is preferred.
- In some cases, a company application form may be available on-line at the company website. A formal interview will follow.
- Check www.jobbank.gc.ca for current job listings in Southeast Alberta.

POTENTIAL EMPLOYERS

- Best Western Inn, Medicine Hat & Brooks (www.bestwestern.com)
- Callaghan Inn, Medicine Hat & Brooks (www.callaghaninn.ca)
- Comfort Inn & Suites (www.choicehotels.ca/en731)
- Days Inn Medicine Hat (www.daysinnmedicinehat.ca)
- Elkwater Lake Lodge, Elkwater (www.elkwaterlakelodge.com)
- Heritage Inn and Suites, Brooks (www.heritageinn.net)
- Holiday Inn Express (www.hiexpress.com)
- Howard Johnson Hotel (www.hojo.com)
- Medicine Hat Inn (no website available)
- Medicine Hat Lodge & Hotel (www.medhatlodge.com)
- Motel 6 (motel6.ca)
- Ramada Ltd. (www.ramada.com)
- Super 8 Motel Medicine Hat (www.super8.com)