

# ACCOMMODATION

## Career Ladder

LEARN ABOUT THE ACCOMMODATION CAREER PATH

Advance your skills and learn what it takes to move up the Accommodation Career Ladder!

Each career level contains information about wages, job descriptions, main job duties, examples of job titles, general skills, and links to educational and training opportunities.

If you have further questions about local labour market information, email [helpdesk@wdb.ca](mailto:helpdesk@wdb.ca) or visit [wdb.ca](http://wdb.ca).

MEDIAN HOURLY WAGE

VARIES

ENTREPRENEUR / BUSINESS OWNER

\$64.72

SENIOR MANAGERS IN TRADE, BROADCASTING & OTHER CUSTOMER SERVICES

\$27.83

ACCOMMODATION SERVICE MANAGERS

\$21.49

ACCOMMODATION SUPERVISORS

\$15.72

HOTEL GUEST SERVICES ATTENDANTS

\$15.50

HOTEL FRONT DESK CLERKS

HOTEL FRONT DESK CLERKS

\$

HOURLY WAGES

➡

LOW

\$15.50

MEDIAN

\$15.50

HIGH

\$18.16

WHAT YOU DO:

Make room reservations, provide information and services to guests and receive payment for services.

SKILLS

CUSTOMER SERVICE

COMMUNICATION SKILLS

RESERVATIONS HOSPITALITY

ORGANIZATIONAL SKILLS

MAIN JOB DUTIES

This group performs some or all of the following duties:

- Track vacancies, reservations and room assignments
- Register arriving guests and assign rooms
- Answer enquiries regarding hotel services and registration by email, by telephone and in person, provide information about services available in the community and respond to guests' complaints
- Compile and check daily record sheets, guest accounts, receipts and vouchers using computerized or manual systems
- Present bills to departing guests and receive payment

JOB TITLE EXAMPLES

Guest Services Agent  
Hotel Concierge  
Night Clerk  
Room Clerk

EDUCATION & TRAINING RESOURCES

Completion of secondary school or equivalent is usually required.

Completion of a two-year apprenticeship program, or a college program in front desk operations or hotel management may be required.

**SECONDARY SCHOOL**  
Specialist High Skills Major (SHSM) – Hospitality & Tourism

- [Kawartha Pine Ridge District School Board](#)
- [Trillium Lakelands District School Board](#)
- [Peterborough Victoria Northumberland and Clarington Catholic District School Board](#)

**FLEMING COLLEGE**  
Academic Upgrading

- [Skills on Demand – Work and Academic Upgrading](#)

Post-Secondary Education

- [Customer Service and Ethics](#)
- [Customer Service: Modern Approach](#)

OTEC - ONTARIO TOURISM EDUCATION CORPORATION

- [Customer Service Excellence Series](#)
- [Training Solutions](#)
- Contact: [info@otec.org](mailto:info@otec.org)

**SERVICE PROVIDERS**  
Find your local employment service provider here or adult education and training provider here and contact them for current training programs such as:

- Math and Customer Service Training
- Better Jobs Ontario
- Sector-Focused Career Training
- Youth Job Connection
- Employment Readiness

VIEW JOB POSTS

HOTEL GUEST SERVICES ATTENDANTS

\$

HOURLY WAGES

➡

LOW

\$15.50

MEDIAN

\$15.72

HIGH

\$18.95

WHAT YOU DO:

Carry hotel guests' luggage and escort guests to their rooms.

SKILLS

CUSTOMER SERVICE

COMMUNICATIONS

HOSPITALITY

ATTENTION TO DETAIL

LOADING & UNLOADING LUGGAGE

MAIN JOB DUTIES

- Carry luggage for hotel guests, escort incoming guests to their rooms
- Check rooms to ensure they are in order
- Offer information regarding features of rooms, services of hotel and points of interest
- Assist guests with special needs
- Attend to group arrivals and departures
- Receive and deliver items and messages for guests
- Handle guest complaints and requests and maintain luggage storage areas

JOB TITLE EXAMPLES

Baggage Porter  
Luggage Attendant  
Bellhop

EDUCATION & TRAINING RESOURCES

Some secondary school education may be required.

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**FLEMING COLLEGE**  
Academic Upgrading

- [Skills on Demand – Work and Academic Upgrading](#)

Post-Secondary Education

- [Customer Service and Ethics](#)
- [Customer Service: Modern Approach](#)
- [Dispute Resolutions](#)

VIEW JOB POSTS

ONTARIO COLLEGE DIPLOMA OR CERTIFICATE

- [Hospitality – Hotel and Restaurant Operations](#)

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VIEW JOB POSTS

ACCOMMODATION SUPERVISORS

\$

HOURLY WAGES

➡

LOW

\$17.51

MEDIAN

\$21.49

HIGH

\$27.90

WHAT YOU DO:

Supervise and co-ordinate the activities of hotel accommodation service clerks, and other accommodation workers.

SKILLS

CUSTOMER SERVICE

MANAGEMENT

COMMUNICATION SKILLS

OPERATIONS

PROBLEM SOLVING

MAIN JOB DUTIES

- Co-ordinate, assign and review the work of hotel, motel and other accommodation services clerks, and other accommodation workers
- Establish work schedules and procedures and co-ordinate activities with other work units or departments
- Resolve work-related problems and prepare and submit progress and other reports
- Hire and train staff in job duties, safety procedures and company policies
- Order supplies and materials
- Ensure smooth operation of computer systems, equipment and machinery, and arrange for maintenance and repair work
- May perform the same duties as workers supervised

JOB TITLE EXAMPLES

Hotel Clerk Supervisor  
Reservations Supervisor  
Motel Managing Supervisor

EDUCATION & TRAINING RESOURCES

Completion of secondary school is usually required.

Completion of college courses related to the area supervised may be required.

Experience in the occupation supervised is usually required.

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- [Peterborough Victoria Northumberland and Clarington Catholic District School Board](#)

**FLEMING COLLEGE**  
Post-Secondary Education

- [Leadership in a Team Environment](#)
- [Leading Responsibly - Leadership Development](#)
- [Leading Teams - Leadership Development](#)
- [Performance Management - Leadership Development](#)
- [Managing Change - Leadership Development](#)
- [Customer Service and Ethics](#)
- [Customer Service: Modern Approach](#)
- [Dispute Resolutions](#)
- [Occupational Health and Safety](#)

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- Youth Job Connection

VIEW JOB POSTS

ACCOMMODATION SERVICE MANAGERS

\$

HOURLY WAGES

➡

LOW

\$22.75

MEDIAN

\$27.83

HIGH

\$43.54

WHAT YOU DO:

Plan, organize, direct, control and evaluate the operations of an accommodation establishment.

SKILLS

MANAGEMENT

OPERATIONS

CUSTOMER SERVICE

HOSPITALITY

INTERPERSONAL SKILLS

MAIN JOB DUTIES

- Develop, implement and evaluate policies and procedures for the operation of the establishment
- Prepare budgets and monitor revenues and expenses
- Participate in the development of pricing and promotional strategies
- Negotiate with suppliers for the provision of materials and supplies
- Recruit and supervise staff, oversee training and set work schedules
- Resolve customer complaints

JOB TITLE EXAMPLES

Front Desk Manager  
Hotel Manager  
Motel Manager

EDUCATION & TRAINING RESOURCES

A university degree or college diploma in hotel management or other related discipline is usually required for managers employed by hotel chains or large accommodation establishments.

Several years of experience within the accommodation industry are usually required and may substitute for formal educational requirements.

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- [Customer Service: Modern Approach](#)
- [Hospitality Facility Management](#)
- [Human Resources Management Principles](#)
- [Dispute Resolutions](#)
- [Occupational Health and Safety](#)

VIEW JOB POSTS

ONTARIO COLLEGE DIPLOMA OR CERTIFICATE

- [Project Management](#)
- [Hospitality – Hotel and Restaurant Operations](#)

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SENIOR MANAGERS IN TRADE, BROADCASTING & OTHER CUSTOMER SERVICES

\$

HOURLY WAGES

➡

LOW

\$31.73

MEDIAN

\$64.72

HIGH

\$172.82

WHAT YOU DO:

Plan, organize, direct, control and evaluate, through middle managers, the operations of an accommodation establishment. They formulate policies which establish the direction to be taken, either alone or in conjunction with a board of directors.

SKILLS

MANAGEMENT

OPERATIONS

CUSTOMER SERVICE

LEADERSHIP

STRATEGIC PLANNING

MAIN JOB DUTIES

- Establish objectives for the company and formulate or approve policies and programs
- Authorize and organize the establishment of major departments and associated senior staff positions
- Allocate material, human and financial resources to implement organizational policies and programs; establish financial and administrative controls; formulate and approve overall personnel planning
- Select middle managers, directors or other executive staff
- Co-ordinate the work of regions, divisions or departments
- Represent the company, or delegate representatives to act on behalf of the company, in negotiations or other official functions

JOB TITLE EXAMPLES

Hotel Chain Regional Vice-President  
Hotel General Manager

EDUCATION & TRAINING RESOURCES

A university degree or college diploma in business administration, finance or other discipline related to the service provided is usually required.

Several years of experience as a middle manager within the accommodation industry are usually required.

Specialization in accommodations services is possible through specific university or college training or through previous experience.

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VIEW JOB POSTS

ENTREPRENEUR / BUSINESS OWNER

Approximately 1,450 new businesses are launched annually in the WDB Region.

WHAT YOU DO:

Create or purchase an existing business with the objective of organizing and executing business operations.

SKILLS

WORK INDEPENDENTLY

CUSTOMER SERVICE

ORGANIZATION

TIME MANAGEMENT

ACCOUNTING

MAIN JOB DUTIES

- Create and manage a business plan, including ongoing research and planning, and time management
- Secure funding, maintain business bank accounts, payments processing, taxes and general bookkeeping
- Develop marketing campaigns, manage social media and conduct other marketing activities
- Respond to customer service inquiries, including answer phone calls and emails to build a positive reputation for the business

JOB TITLE EXAMPLES

Small Business Owner  
Franchisee

EDUCATION & TRAINING RESOURCES

**ONTARIO SUMMER COMPANY**  
Grant for students aged 15 to 29 to start a new summer business

- [Northumberland Summer Company Program](#)
- [Peterborough Summer Company Program](#)
- [Kawartha Lakes Summer Company Program](#)

**STARTER COMPANY PLUS**  
Grant for Canadians 18+ to start a new business or grow a business that has been in operations for fewer than five years

- [Northumberland Starter Company Program](#)
- [Peterborough Starter Company Program](#)
- [Kawartha Lakes Starter Company Program](#)

**COMMUNITY FUTURES**  
Financing, mentorship and community support for local small businesses

- [Haliburton County Development Corporation](#)
- [Kawartha Lakes CFDC](#)
- [Community Futures Peterborough](#)
- [Northumberland CFDC](#)

INNOVATION CLUSTER

Supports entrepreneurs in the formation and growth of tech-driven companies

- [Innovation Cluster](#)

**FLEMING COLLEGE**  
Post-Secondary Education

- [Business Development for Entrepreneurship and Small Business](#)
- [Fundamentals of Entrepreneurship](#)
- [Entrepreneurship](#)
- [Social Entrepreneurship](#)
- [Small Business Financial Management](#)

**TRENT UNIVERSITY**  
Post-Secondary Education

- [Business Administration \(B.B.A.\) Entrepreneurship Specialization](#)