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 or visit wdb.ca. **HOTEL FRONT DESK CLERKS** Make room reservations, provide information and services to guests and receive payment for services. **CUSTOMER SERVICE COMMUNICATION SKILLS RESERVATIONS HOSPITALITY** ORGANIZATIONAL SKILLS **EDUCATION & TRAINING**

ACCOMMODATION

Career Ladder

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

MAIN JOB DUTIES

MEDIAN **HOURLY WAGE**

VARIES

\$46.16

\$34.28

\$21.49

\$16.87

\$16.55

ENTREPRENEURS / **BUSINESS OWNERS**

SENIOR MANAGERS IN

ACCOMMODATION

ACCOMMODATION

HOTEL GUEST SERVICES

HOTEL FRONT DESK CLERKS

\$19.72

SUPERVISORS

ATTENDANTS

SERVICE MANAGERS

TRADE, BROADCASTING

& OTHER CUSTOMER SERVICES

guests' complaints Compile and check daily record sheets, guest accounts,

This group performs some or all of the following duties:

Track vacancies, reservations and room assignments

receipts and vouchers using computerized or manual

systems Present bills to departing guests and receive payment

JOB TITLE EXAMPLES Guest Services Agent Concierge Reservation Clerk Night Clerk

Room Clerk

OTEC - ONTARIO TOURISM EDUCATION CORPORATION

Find your local employment service provider here or adult education and training provider here and contact them for current training programs such as: Occupational-specific training, career planning, job

Service Excellence Series

Contact: info@otec.org

SERVICE PROVIDERS

Training Solutions

search, resume writing, or government-funded programs Upgrading and skills development including grade 12

- support, customer service, money math, computers, and more
- **VIEW JOB POSTS**
- HIGH **MEDIAN**

Offer information regarding features of rooms, services of

Receive and deliver items and messages for guests

Handle guest complaints and requests and maintain

JOB TITLE EXAMPLES

\$16.87

\$20.92

MAIN JOB DUTIES Carry luggage for hotel guests, escort incoming guests to

Check rooms to ensure they are in order

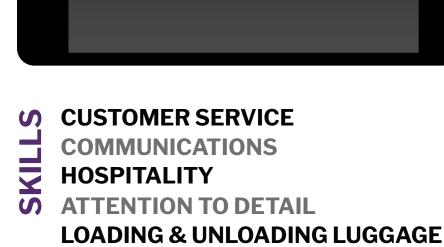
Attend to group arrivals and departures

hotel and points of interest

luggage storage areas

Assist guests with special needs

their rooms



Baggage Porter Luggage Attendant Bellhop

Hospitality – Hotel and Restaurant Operations

OTEC - ONTARIO TOURISM EDUCATION CORPORATION

ONTARIO COLLEGE DIPLOMA OR CERTIFICATE

and more

\$27.90

search, resume writing, or government-funded programs

Upgrading and skills development including grade 12 support, customer service, money math, computers,

MAIN JOB DUTIES

Co-ordinate, assign and review the work of hotel, motel and other accommodation services clerks, and other accommodation workers

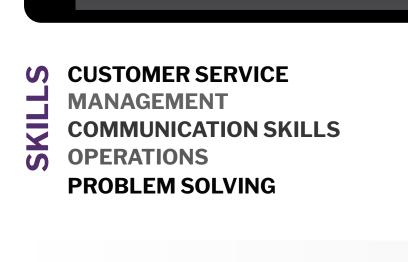
progress and other reports Hire and train staff in job duties, safety procedures and company policies

Order supplies and materials

EDUCATION CORPORATION

Service Excellence Series

<u>Training Solutions</u>



EDUCATION & TRAINING

Completion of secondary school is usually required.

Specialist High Skills Major (SHSM) - Hospitality & Tourism

Peterborough Victoria Northumberland and Clarington Catholic District School Board **FLEMING COLLEGE** Post-Secondary Education Leadership Development Leadership in a Team Environment **Building and Maintaining Customer Relations**

SERVICE MANAGERS

accommodation establishment.

CUSTOMER SERVICE

INTERPERSONAL SKILLS

HOSPITALITY

Occupational Health and Safety **ACCOMMODATION**

Plan, organize, direct, control and

evaluate the operations of an

and more

and supplies work schedules

promotional strategies

JOB TITLE EXAMPLES

ONTARIO COLLEGE DIPLOMA OR CERTIFICATE

Project Management

OTEC - ONTARIO TOURISM

Service Excellence Series

<u>Training Solutions</u>

Contact: info@otec.org

SERVICE PROVIDERS

VIEW JOB POSTS

EDUCATION CORPORATION

WAGES

policies and programs Authorize and organize the establishment of major departments and associated senior staff positions Allocate material, human and financial resources to implement

MAIN JOB DUTIES Establish objectives for the company and formulate or approve

Service Excellence Series **Training Solutions**

Contact: info@otec.org

SERVICE PROVIDERS

VIEW JOB POSTS

Project Management

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

Small Business Owner Franchisee

Small Business Financial Management TRENT UNIVERSITY Post-Secondary Education

<u>Entrepreneurship</u>

Occupational-specific training, career planning, job search, resume writing, or government-funded programs and more

other marketing activities

tech-driven companies Innovation Cluster

industry are usually required and may substitute for formal educational requirements. 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

Leadership in a Team Environment

Client/Customer Relations

Occupational Health and Safety

Dispute Resolution

Building and Maintaining Customer Relations

Hospitality - Hotel and Restaurant Operations

Human Resources Management Principles

& OTHER CUSTOMER SERVICES

taken, either alone or in conjunction with a board of directors.

MANAGEMENT

CUSTOMER SERVICE

STRATEGIC PLANNING

OPERATIONS

LEADERSHIP

SECONDARY SCHOOL

Catholic District School Board

FLEMING COLLEGE

Post-Secondary Education

Leadership Development

ENTREPRENEURS /

BUSINESS OWNERS

operations.

RESOURCES

WORK INDEPENDENTLY

which establish the direction to be

Plan, organize, direct, control and

evaluate, through middle managers, the operations of an accommodation

establishment. They formulate policies

EDUCATION & TRAINING RESOURCES

A university degree or college diploma in business

Leadership in a Team Environment **Building and Maintaining Customer Relations Client/Customer Relations** Hospitality - Hotel and Restaurant Operations

Specialist High Skills Major (SHSM) - Hospitality & Tourism

Peterborough Victoria Northumberland and Clarington

Kawartha Pine Ridge District School Board

Trillium Lakelands District School Board

Create or purchase an existing business with the objective of

organizing and executing business

CUSTOMER SERVICE ORGANIZATION TIME MANAGEMENT ACCOUNTING

ONTARIO SUMMER COMPANY Grant for students aged 15 to 29 to start a new summer business Northumberland Summer Company Program

Grant for Canadians 18+ to start a new business or grow a

business that has been in operations for fewer than five years

EDUCATION & TRAINING

Kawartha Lakes Starter Company Program **COMMUNITY FUTURES** Financing, mentorship and community support for local small businesses

Haliburton County Development Corporation

Northumberland Starter Company Program

Peterborough Starter Company Program

STARTER COMPANY PLUS

Kawartha Lakes CFDC Community Futures Peterborough Northumberland CFDC

Cotec

National Occupational Classification (NOC) **Lightcast** (2023.3) Job posting data is from WDB Local Jobs Hub (WDB Region)

are proud to support the Accommodation Career Ladder.

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

Trillium Lakelands District School Board Peterborough Victoria Northumberland and Clarington Catholic District School Board **FLEMING COLLEGE** Academic Upgrading

Kawartha Pine Ridge District School Board

 Skills on Demand – Work and Academic Upgrading Post-Secondary Education **Building and Maintaining Customer Relations**

Specialist High Skills Major (SHSM) - Hospitality & Tourism

Client/Customer Relations

HOTEL GUEST SERVICES

ATTENDANTS

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

RESOURCES Some secondary school education may be required. SECONDARY SCHOOL Specialist High Skills Major (SHSM) - Hospitality & Tourism

Peterborough Victoria Northumberland and Clarington

Kawartha Pine Ridge District School Board

Trillium Lakelands District School Board

Catholic District School Board

FLEMING COLLEGE

Post-Secondary Education

VIEW JOB POSTS

Academic Upgrading

EDUCATION & TRAINING

Client/Customer Relations Dispute Resolution

Skills on Demand – Work and Academic Upgrading

Building and Maintaining Customer Relations

ACCOMMODATION SUPERVISORS

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

Completion of college courses related to the area supervised may be required. Experience in the occupation supervised is usually required. SECONDARY SCHOOL

Kawartha Pine Ridge District School Board

Trillium Lakelands District School Board

RESOURCES

Client/Customer Relations Dispute Resolution

MANAGEMENT OPERATIONS

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

FLEMING COLLEGE Post-Secondary Education **Leadership Development**

SENIOR MANAGERS IN TRADE, BROADCASTING

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.

Human Resources Management Principles Dispute Resolution Occupational Health and Safety

Peterborough Summer Company Program Kawartha Lakes Summer Company Program

Sources:

Job Bank

anada

Ontario (

This Employment Ontario project is funded in part by the Government of Canada and the Government of Ontario.

behalf of the company, in negotiations or other official functions **JOB TITLE EXAMPLES**

Upgrading and skills development including grade 12 support, customer service, money math, computers,

Find your local employment service provider here or adult education and training provider here and contact

them for current training programs such as:

Develop marketing campaigns, manage social media and conduct Respond to customer service inquiries, including answer phone calls and emails to build a positive reputation for the business

and planning, and time management

processing, taxes and general bookkeeping

FLEMING COLLEGE Post-Secondary Education Business Case Development Fundamentals of Entrepreneurship

SKILLSNET

 Service Excellence Series **Training Solutions** Contact: 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: Occupational-specific training, career planning, job

Establish work schedules and procedures and co-ordinate activities with other work units or departments Resolve work-related problems and prepare and submit

Ensure smooth operation of computer systems, equipment

May perform the same duties as workers supervised

JOB TITLE EXAMPLES

Hotel Clerk Supervisor

Reservations Supervisor

and machinery, and arrange for maintenance and repair work

ONTARIO COLLEGE DIPLOMA OR CERTIFICATE Hospitality – Hotel and Restaurant Operations **OTEC - ONTARIO TOURISM**

 Contact: 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:

search, resume writing, or government-funded programs

Upgrading and skills development including grade 12

support, customer service, money math, computers,

VIEW JOB POSTS

Occupational-specific training, career planning, job

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

\$25.60 \$34.28

HIGH

\$44.56

Negotiate with suppliers for the provision of materials Recruit and supervise staff, oversee training and set Resolve customer complaints

Front Desk Manager **Hotel Manager Motel Manager**

Hospitality - Hotel and Restaurant Operations

Find your local employment service provider here or

them for current training programs such as:

adult education and training provider here and contact

Occupational-specific training, career planning, job

search, resume writing, or government-funded programs Upgrading and skills development including grade 12 support, customer service, money math, computers, and more

LOW \$23.00 **MEDIAN**

\$46.16

\$89.08

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

Hotel Chain Regional Vice-President

Hotel General Manager

ONTARIO COLLEGE DIPLOMA OR CERTIFICATE

Represent the company, or delegate representatives to act on

Hospitality - Hotel and Restaurant Operations **OTEC - ONTARIO TOURISM EDUCATION CORPORATION**

MAIN JOB DUTIES

Create and manage a business plan, including ongoing research

Secure funding, maintain business bank accounts, payments

JOB TITLE EXAMPLES

INNOVATION CLUSTER Supports entrepreneurs in the formation and growth of

 Business Administration (B.B.A.), Entrepreneurship **Specialization**

WDB Workforce Development Board

ONTARIO Ontario Tourism Education Corporation (OTEC) & Tourism SkillsNet Ontario (TSNO)