

HOTEL FRONT DESK CLERKS

NOC 64314

Make reservations, receive payment, and provide information and services to hotel, motel and resort guests.



3-YEAR OUTLOOK



Moderate

3-YEAR JOB OPENINGS

89

MEDIAN HOURLY WAGE

$18.00

$16.00 LOW — $21.50 HIGH

TYPICALLY REQUIRED



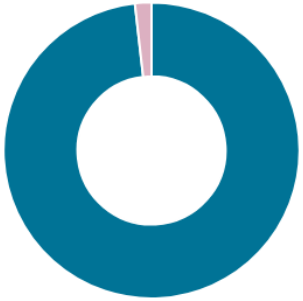
High school / on-the-job training

EMPLOYED

786

AVERAGE SALARY

$32,400



EMPLOYMENT BY INDUSTRY

98.2%	Accommodation and food services
Suppressed	Suppressed
Suppressed	Suppressed
1.8%	All Other Industries



EMPLOYMENT BY AGE

17.6%	15-24
27.8%	25-34
20.4%	35-44
16.7%	45-54
13.0%	55-64
4.6%	65+

ALSO KNOWN AS

- Guest Services Agent - Hotel
- Hotel Front Desk Clerk
- Night Clerk
- Reservations Clerk - Hotel
- Room Clerk

MAIN DUTIES:

This group performs some or all of the following duties:

- Maintain an inventory of vacancies, reservations and room assignments
- Register arriving guests and assign rooms
- Answer enquiries regarding hotel services and registration by letter, 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 statements of charges to departing guests and receive payment.

