

**TEMPORARY FOREIGN WORKER PROGRAM
OCCUPATIONAL PROFILE FOR EXPEDITED LABOUR MARKET OPINIONS**

HOTEL FRONT DESK CLERKS

Section A: OCCUPATIONAL PROFILE

JOB DESCRIPTION:

Hotel front desk clerks make room reservations, provide information and services to guests and receive payment for services. They are employed by hotels, motels and resorts.

MAIN DUTIES:

Hotel front desk clerks perform 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.

EMPLOYMENT REQUIREMENTS:

- 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.
- Guest service trade certification is available, but voluntary, in all provinces and the Yukon from the Tourism Education Council.

PREVAILING WAGE RATES BY SUB-REGION:

ALBERTA

Geographic Area	Wage (per hour)
Calgary/Banff/Drumheller	\$11.33
Edmonton	\$9.74
Fort-McMurray	\$12.11
St. Paul/Lloydminster	\$11.67
Grande Prairie/Slave Lake/Jasper	\$11.34
Lethbridge/Medicine Hat/Crowsnest Pass	\$9.43
Red Deer/Camrose/Wetaskiwin/Rocky/Olds	\$10.72

BRITISH COLUMBIA

Geographic Area	Wage (per hour)
Lower Mainland Southwest	\$13.55
Northern British Columbia	\$11.14
Thompson Okanagan Kootenay	\$11.35
Vancouver Island	\$12.45

PROVINCIAL LABOUR STANDARDS:

In **Alberta** refer to: [Alberta Employment, Immigration and Industry, Employment Standards Programs](#)

In **British Columbia** refer to: [Ministry of Labour and Citizen's Service, Employment Standards Branch](#)

PROVINCIAL CERTIFICATION REQUIREMENTS:

N/A

LABOUR MARKET OPINION FACTORS:

Refer to the [Temporary Foreign Worker Program](#) website to obtain the Labour Market Opinion factors used to assess an employer's request to hire a temporary foreign worker.

This particular occupation falls under NOC C or D skill level (of the [National Occupational Classification matrix](#)), therefore, in order to receive a confirmed expedited labour market opinion, employers must attest that they have met the additional provisions of the [Pilot Project for Occupations Requiring Lower Levels of Formal Training](#), as indicated on the TFWP website.