

Hotel, Motel and Resort Desk Clerks

Careers



Hotel, motel, and resort desk clerks are always in the public eye and are usually the first line of customer service for a lodging property. Their attitude and behavior greatly influence the public's impressions of the establishment.

Front-desk clerks perform a variety of services for guests of hotels, motels, and other lodging establishments. Regardless of the type of accommodation, most desk clerks have similar responsibilities. They register arriving guests, assign rooms, and check out guests at the end of their stay. They also keep records of room assignments and other registration-related information on computers. When guests check out, desk clerks prepare and explain the charges and process payments.

Desk clerks answer questions about services, checkout times, the local community, or other matters of public interest. They report problems with guest rooms or public facilities to members of the housekeeping or maintenance staff. In larger hotels or in larger cities, desk clerks may refer queries about area attractions to a concierge and may direct more complicated questions to the appropriate manager.

In some smaller hotels and motels where smaller staffs are employed, clerks may take on a variety of additional responsibilities, such as bringing fresh linens to rooms, and they are often responsible for all front-office operations, information, and services. For example, they may perform the work of a bookkeeper, advance reservation agent, cashier, laundry attendant, and telephone switchboard operator.

Hotels are open around the clock, creating the need for night and weekend work. About half of all desk clerks work a 40-hour week. Nearly one in five work part-time. Others work full-time, but with varying schedules. Most clerks work in areas that are clean, well lit, and relatively quiet, although lobbies can become crowded and noisy when busy. Many hotels have stringent dress guidelines for desk clerks.

Desk clerks may experience particularly hectic times during check-in and check-out times or when convention guests or large groups arrive at once. Moreover, dealing with irate guests can be stressful. Computer failures can further complicate an already busy time and add to stress levels. Hotel desk clerks may be on their feet most of the time and may occasionally be asked to lift heavy guest luggage.

Job Outlook

Hotel, motel, and resort desk clerks will experience faster-than-average job growth through the 2006-16 decade because additional hotel properties continue to be built and more people are expected to travel for business and leisure. Good job opportunities are expected. As more lodging establishments open and as people and companies have more money and travel more, occupancy rates will increase and create demand for desk clerks. Employment of hotel and motel desk clerks should benefit from steady or increasing business and leisure travel. Shifts in preferences away from long vacations and toward long weekends and other, more frequent, shorter trips also should boost demand for these workers. While many lower budget and extended-stay establishments are being built to cater to families and the leisure traveler, many new luxury and resort accommodations also are opening to serve the upscale client. With the increased number of units requiring staff, employment opportunities for desk clerks should be good.

Earnings

Median annual earnings of hotel, motel and resort desk clerks were \$18,460 in May 2006. The middle 50 percent earned between \$15,930 and \$22,220. The lowest 10 percent earned less than \$13,690, and the highest 10 percent earned more than \$27,030. Earnings of hotel, motel, and resort desk clerks vary by worker characteristics, season, and geographic factors, such as whether the establishment is in a major metropolitan area or a resort community. Earnings also vary according to the size of the hotel and the level of service offered. For example, luxury hotels that offer guests more personal attention and a greater number of services typically have stricter and more demanding requirements for their desk staff and often provide higher earnings.

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Educational Opportunities in Hospitality and Tourism Management

Certificate of Completion in Customer Service

The customer service certificate of completion will provide participants with the knowledge and skills needed to work in a growing field and to effectively deal with the public as customers. Customer service positions are found in many areas of business including manufacturing, banking, retail stores, travel and tourism, and hospitals.

Certificate of Proficiency in Entrepreneurship

This certificate offers opportunities for individuals to learn about and develop entrepreneurial skills. The entire certificate of proficiency in entrepreneurship is accepted in the associate of applied business – entrepreneurship.

Associate of Applied Business in Business Administration—Human Resource Management

This program is designed to prepare individuals for transfer or employment in a variety of management/administrative positions. The focus of the program is skill building in the areas of recruitment, selection, training, development, compensation, labor-management relations and labor law.

Associate of Applied Business in Hospitality and Tourism Management

As our world expands globally, the tourism industry remains one of the largest industries in the United States. In order to meet the need for trained professionals to work in this exciting and fast-paced field, LCCC offers a two-year associate in applied business degree in Tourism. A concentration in travel or hospitality with emphasis in customer service, marketing, and international diversity will prepare the tourism professional to deal with clients and suppliers. A Tourism cooperative experience will enhance a graduate's ability to secure employment.

Related Educational Opportunities in other Business Programs at LCCC

Associate of Applied Business—Administrative Office Information Systems

This program is designed to prepare individuals for support level employment in a variety of administrative support positions. The focus of the program is skill building in the areas of communication, office administration, small business support, and managing in an entrepreneurial environment.

Associate of Applied Business—Business Administration – Management

This program is designed to prepare individuals for transfer* or employment in a variety of management/administrative positions. The focus of the program is skill building in the areas of communication, decision making, planning, organizing, evaluating and entrepreneurship.

Associate of Applied Business—Business Administration – Marketing

This program is designed to prepare individuals for employment in a variety of marketing/administrative positions. The focus of the program is skill building in the areas of communications, consumer behavior, sales management, advertising and promotion, and service marketing.

Educational Opportunities through LCCC's University Partnership

Kent State University

Bachelor of Business Administration in Business Management

Kent's Business Administration (major in Business Management) degree provides students with credentials that are important to getting that first job in business as an entry-level manager or manager trainee. Organizations of all sizes and types depend on and need managers, including the small corner store, large department stores, accounting firms, retirement homes, manufacturing firms, specialty businesses, or larger international businesses.

International Business Minor Option

Global business is fast becoming an important part of the U.S. economy. The world that college graduates are facing will essentially be a triad of powers (the United States and, perhaps, Canada and Latin America; Europe; and Japan and its Asian neighbors) and a "borderless" world. This suggests a need to be trained for employment that will have international implications. Whether the student takes a major in business, fashion design and merchandising, the hard sciences, English or education, some training in global outreach, cultural diversity, and "business cultures" will be necessary.

Master of Business Administration (PMBA)

The mission of the Kent State MBA program is to prepare students for management and staff positions in regional, national and international organizations through an emphasis on ethical leadership, teamwork, creative problem solving, global perspectives and skilled applications of information technology. This mission is achieved through offering a variety of coursework covering all the disciplines of business and by utilizing teaching techniques that help the student to develop and refine skills in these areas.

About Lorain County Community College

Lorain County Community College continues to experience enrollment growth because attending LCCC is the most economical way to reach educational goals that help graduates become valuable players in the future economic growth of the county and region. Because of the variety and quality of learning opportunities LCCC provides, enrollment has grown 78 percent since 2000.

Lorain County Community College, which opened in 1963, is one of Ohio's leading colleges delivering credit programs at its Elyria campus and outreach centers in downtown Elyria, Lorain, Wellington and Brunswick. Plus more than 200 courses are offered via distance-learning education options, and the Associate of Arts degree can be completed entirely online.

Students can choose from more than 80 educational programs. Students can complete the first half — and sometimes more — of a bachelor's degree through LCCC's University Partnership, which brings eight universities to the LCCC campus offering 40 bachelor's and master's degree programs. Students can upgrade, retrain and improve current life skills.

In addition to providing a great education for those who enter college with aspirations of a degree, LCCC helps those who have changed their career goals, who want to broaden their horizons, and who want to return to work. LCCC provides learning and training for those who want to move up but find they need new or improved skills for the kind of professional opportunities they seek.

LCCC faculty is recognized locally and nationally for their work as professors and in other areas. They all have advanced degrees and real world experience and understand their primary responsibility at LCCC is to teach classes.

LCCC is fully accredited by the Higher Learning Commission of the North Central Association of Colleges and Schools, which is the regional accrediting authority for Ohio colleges and universities. Since opening its doors, LCCC has served more than 300,000 people. More than six million students enroll annually in credit courses at America's community colleges, representing about 46 percent of all students in higher education and about 56 percent of all first-time college entrants.



*Lorain County
Community College*



**The University
Partnership**

of Lorain County Community College

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