

# Guest Services Representative Journey person



<i>emerit</i> PROFESSIONAL CERTIFICATION	COMPLETION DATE
<b>Front Desk Agent* (\$295/person + GST)</b> <ul style="list-style-type: none"> <li>Occupational Knowledge Exam</li> <li>Performance Evaluation</li> <li>Work Experience (1,200 hours)</li> </ul>	<hr/> <hr/> <hr/>
<b>Reservation Sales Agent* (\$295/person + GST)</b> <ul style="list-style-type: none"> <li>Occupational Knowledge Exam</li> <li>Performance Evaluation</li> <li>Work Experience (600 hours)</li> </ul>	<hr/> <hr/> <hr/>

OTHER REQUIRED TRAINING	COMPLETION DATE
<b>Housekeeping Room Attendant*</b> <ul style="list-style-type: none"> <li>Complete the performance review</li> <li>\$15/person + GST</li> </ul>	
<b>Tourism Visitor Information Counsellor*</b> <ul style="list-style-type: none"> <li>Write the occupational knowledge exam</li> <li>\$175/person + GST</li> </ul>	
<b>Service Best* or equivalent</b> <ul style="list-style-type: none"> <li>\$109/person + GST</li> </ul>	
<b>Standard First Aid and CPR “A”</b> <ul style="list-style-type: none"> <li>Red Cross: \$135.48/person + GST</li> <li>St. John’s Ambulance: \$130/person + GST</li> </ul>	
<b>Workplace Trainer*</b> <ul style="list-style-type: none"> <li>Train the Workplace Trainer workshop - <b>Recommended</b> <ul style="list-style-type: none"> <li>\$850/person + GST</li> </ul> </li> <li>100-question multiple choice national exam - <b>Required</b> <ul style="list-style-type: none"> <li>\$100/person + GST (included in cost of workshop)</li> </ul> </li> </ul>	<hr/> <hr/>
<b>WHMIS*</b> <ul style="list-style-type: none"> <li>\$24.95/person + GST</li> </ul>	
<b>Total hours of work experience required: 3,600</b>	

\*Offered by the Saskatchewan Tourism Education Council

SASKATCHEWAN TOURISM EDUCATION COUNCIL	
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