



## Hotel, Motel, and Resort Desk Clerks

### What do they do?

- Confer with customers by phone or in person to provide information about products/services, take/enter orders, cancel accounts, or obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Check to ensure that appropriate changes were made to resolve customers' problems.

### What qualifications do they need?

Typically, hotel, motel, and resort desk clerks may need previous food hotel/motel-related skills, knowledge, and/or experience. In addition, it may help to have a high school diploma.



### Wages and Job Growth

	NYC JOBS IN 2008	EXPECTED GROWTH TO 2018	AVERAGE OPENINGS PER YEAR
Hotel, Motel, and Resort Desk Clerk	3,030	9%	130
All NYC Occupations	3,586,410	1%	238

	ENTRY LEVEL	MID-LEVEL	EXPERIENCED
Hourly Wage	\$11.41	\$16.72	\$19.27
Annual FT Equivalent	\$23,730	\$34,780	\$40,080

SOURCE | NYCLMIS analysis of New York State Department of Labor, Occupation Employment Statistics.

■ Better than average
 ■ About average
 ■ Worse than average

### Where would I go to get training?

Certified training providers include: Able Technologies, Star Career Academies, and New Technologies Institute. **For more information, see [www.nyc.gov/trainingguide](http://www.nyc.gov/trainingguide).**

### What kinds of companies do they work for?

Small and large hotels, motels, and bed and breakfasts.

### Who are some of the largest employers in New York City?

- **Bronx.** Palladia Inc, Capri Whitestone Motel, Sisters of St Dominic, Concourse Residential Hotel, Best Western
- **Brooklyn.** Marriott-Brooklyn Bridge, Sheraton Brooklyn New York, Pastoral & Education Svc Inc, Oasis Motel
- **Manhattan.** Plaza Hotel, A-1 Hotels International, Marriott-New York Marquis, Hilton-New York, Waldorf Astoria Hotel
- **Queens.** Ramada-Plaza, Intl JFK Airport Hotel, Four Points, LaGuardia Plaza, Pan American Hotel, Ski Time Tours Inc
- **Staten Island.** Hilton Garden Inn, Angel's By Sea II, Hampton Inn, Holiday Inn Express, Malibu Southwestern

SOURCE | New York State Department of Labor.

### What job titles might employers use in help-wanted ads?

Front Desk Clerk, Front Desk Agent, Night Auditor, Guest Services Agent (GSA), Desk Clerk, Guest Service Representative, Front Desk Associate, Front Desk Supervisor, Front Office Agent, Front Desk Attendant.