

CERTIFICATION AT A GLANCE

Relevant, Prestigious Credentials Recognized by the Tourism Sector in Canada



Front Desk Agent CERTIFICATION

FRONT DESK AGENT

A Front Desk Agent is a competent service professional who, through knowledge, ability and practical skills, provides necessary guest services to ensure that guests have a positive and enjoyable experience not only in the property but in the local region as well. Front Desk Agents typically perform guest functions such as selling rooms; taking, modifying and cancelling reservations; and processing guest arrivals and departures. In addition, Front Desk Agents are required to manage financial transactions, use technology, communicate well, and oversee areas of guest security and safety. In some properties, they are expected to perform the combined jobs of guest services attendant, switchboard operator, night auditor and concierge.

DISTRIBUTION OF EXAM QUESTIONS

The Front Desk Agent exam has 100 questions, and is based on the following breakdown, by Major Category from the occupational standard:

Standards Major Category	Average # of Items
A. Interpersonal Skills	13
B. Guest Services	12
C. Reservations and Sales	18
D. Arrivals and Departures	25
E. Departmental Operations	26
F. Safety and Security	6

PERFORMANCE EVALUATION

Is conducted by a qualified “mystery guest” that observes the candidate on the job.

REQUIRED EXPERIENCE

1000 qualified hours prior to the performance evaluation.

PREREQUISITES

None.

SAMPLE QUESTIONS

- Q1. What is a benefit of providing professional service?
1. Increased guest satisfaction.
 2. Improved communication.
 3. Effective teamwork.
 4. Staff empowerment.
- Q2. What should the Front Desk Agent do when processing traveller’s cheques?
1. Imprint the guest’s credit card for backup.
 2. Request a passport from the guest.
 3. Call the bank to confirm the exchange rate.
 4. Obtain and witness guest’s signature.
- Q3. The Front Desk Agent is preparing for guest departures. When updating guest accounts, what action should the Front Desk Agent take?
1. Check the accounts for tax exemptions.
 2. Go to the restaurant to obtain the latest charges.
 3. Regularly inform guests about their account totals.
 4. Contact housekeeping to report any damage to the rooms.
- Q4. How can the Front Desk Agent effectively contribute to the safety of the property?
1. Escort guests to their room.
 2. Repair loose flooring.
 3. Keep exits clear of obstacles.
 4. Discuss policy with a supervisor.

Answer Key: 1,4,1,3

Earning a PROFESSIONAL CREDENTIAL

emerit certification is a professional credential recognized by tourism employers across Canada.

Certification is a demonstration of competency, which means that Certified Professionals meet job standards set by industry.

To become certified, individuals must:

- pass a knowledge exam;
- pass a practical evaluation of performance; and
- have the required experience.

Earning this important credential means that you will be recognized as a leading professional in your industry.

By achieving **emerit** certification you earn the right to display your professional designation on business cards and résumés. As a frontline employee, you are eligible for the Tourism Certified Professional (TCP) designation. As a Supervisor you can achieve the Tourism Certified Supervisor (TCS) designation and as a Manager, you are eligible for the Tourism Certified Manager (TCM) designation.

OPPORTUNITIES AND OPTIONS

emerit certification recognizes training from many programs and takes into account experience and knowledge gained on the job. That means you don’t have to start from scratch. You can enter the **emerit** certification process at many points, depending on your current knowledge and experience, allowing you to tailor a program that meets your needs.

Call your local certifying
Organization: 1 800 486-9158

ABOUT THE EXAM

Your Choice

The exams are in a multiple choice format. Exams can be written in either English or French (some exceptions apply), and are available online (scheduled at your convenience) or paper-based (scheduled according to set exam dates).

To arrange an exam date, call your local certifying organization or book it online at www.emerit.ca.

To cancel or change your scheduled exam date, call your local certifying organization. A cancellation fee may apply.

Preparing for the Exam

Exams are based on National Occupational Standards set by industry professionals. Before writing the exam, you should spend time reviewing these standards. Identify your weakest areas or situations that you have not been exposed to, and attempt to gain more knowledge and experience in those areas.

Optional practice exams are available for some occupations at a minimal cost. To inquire about practice exams contact your local certifying organization.

Study Materials

Optional training materials are available for most programs. Developed and tested by tourism sector employees, employers and educators from across Canada, these training materials are based on National Occupational Standards and can help you prepare for Professional Certification.

Find out more about the training materials by contacting your local certification coordinator, or see examples at www.emerit.ca.

The Day of the Exam

The exam is supervised by a proctor. Make sure to bring a piece of photo identification, as the proctor will need it for verification.

The exam will start on time. Individuals that arrive late may be asked to reschedule; arriving late can be disruptive to other candidates.

For written exams you will be given an Examination Booklet with all of the required information. For online exams you will be provided with internet access and a personal login code. If support or reference material is required, it will be supplied.

You will be given ample time to write the exam. (Most candidates will take 2 to 3 hours to write the exam.)

The Exam Passing Mark

Each exam has a unique passing score. This is because exams are built by assembling a random group of questions from a larger bank of questions. Each question has been reviewed and rated by an expert industry committee. Since each exam will be made up of a different mix of questions, the passing score will vary. Typically, the passing score will range between 65% and 85%.

Scoring

All exams are computer scored and verified. Scores within a few points of the passing mark are automatically verified and scored manually for accuracy. Your local certifying organization will contact you with the results.

What if You Do Not Pass?

You may rewrite the exam as often as needed. A rewrite fee may apply.

Candidates have the right to appeal examination scores. Any appeal must be filed in writing within 30 days after receiving the results.

ABOUT THE PERFORMANCE EVALUATION

The performance evaluation is a test of your skill on the job. The test is based on a selected range of skills from the standards, and may be in one of the following forms:

- in-person observation (may be incognito);
- structured interview or simulations;
- case study; or
- portfolio.

The Self-Review or Supervisor Sign-off Checklist will help you prepare for the evaluation. It contains all of the potential skills you may be tested against. Ideally your supervisor will assist you in ranking the skills listed on this checklist. Once you have mastered all of the skills, your supervisor signs this checklist to indicate that you are ready for the formal evaluation.

REQUIRED EXPERIENCE

You will need to supply a record of relevant work experience to show that the requirements are met. Backup records (such as pay stubs or letters from employers) may be requested to verify your experience. This information is supplied to your local certifying organization.

Qualified experience must relate to the skills as defined in the National Occupational Standards.

PREREQUISITES

For some certification programs candidates may be required to meet additional conditions in order to qualify. These conditions usually refer to practices concerning health or safety. For example, candidates may be required to show they have completed a program on basic first aid, gun safety, safe food handling or responsible beverage service.

Documentation that shows evidence of completion of these prerequisites is supplied to your local certifying organization.

emerit certification credentials are awarded to candidates based solely on achieving successful pass results on the certification knowledge and performance examinations and on having met the specified experience criteria and prerequisites. The examinations follow generally accepted testing principles. **emerit** guidelines for certification focus solely on recognizing achievements, knowledge, and skills, rather than on, for example, predicting future job performance. **emerit** certification is voluntary.

