

Hotel Front Desk Agent

Check guests in, fix what went wrong, hold the whole building together from one counter.

TYPICAL PAY

\$40,000

a year, full time

PAY RANGE

\$32k to \$55k

starting to experienced

TIME TO QUALIFY

up to 1 year

after high school

DEMAND

Good

job outlook

LICENCE NEEDED

No

anyone can do it

WHERE YOU WORK

Hotels, resorts, motels, hostels, casinos, student residences

How you get there

- 1 High school diploma** Grade 12
Most hotels want one, some will hire without it. Any customer service job on your resume helps more than marks.
- 2 Apply and interview** Weeks
Hotels hire year round and heavily before summer. Willingness to work nights, weekends and holidays is what gets you picked.
- 3 On the job training** 2 to 4 weeks
One to three weeks shadowing, learning the property management system, the room types and the complaint scripts.
- 4 Add a specialty** Year 1 to 2
Night audit, reservations or concierge work. Each one raises your rate and widens where you can go next.
- 5 Supervisor** 2 to 4 years
Front office supervisor, then assistant manager. This is the standard route into hotel management.

Pros and cons

- + You can be hired with no schooling and no debt
- + Cheap rooms at hotels around the world
- + A clear ladder to supervisor and hotel manager
- Pay starts near minimum wage
- Nights, weekends and holidays are the job, not the exception
- Standing for eight hours and being polite to people who are not

Optional boosts

Night audit. Reservations and revenue. Concierge work. A second language.

Good to know

Hotels overbook on purpose

Because some guests never show up, hotels sell a few more rooms than they have. When everyone does show up, the desk has to walk a guest: find them a room at another hotel and pay for it, plus the taxi. I...

The desk is a safety checkpoint

Canadian hotels run a training programme called No Room for Trafficking through the national hotel association, teaching front line staff what human trafficking looks like at check-in. Desk agents have...

Where these numbers come from

Job Bank: Front Desk Agent in Canada, wages (updated Nov 19, 2025)

Hotels Canada: national hotel association

Tourism HR Canada: emerit skills training and certification

Discover Tourism: tourism career paths in Canada

Numbers checked September 2026. Pay figures are typical full-time annual amounts in Canadian dollars, based on Government of Canada Job Bank wage data and published salary grids. They vary by province, employer and experience. Tuition is for domestic students. Sources, links and the click-through version: <https://career.help/ca/careers/front-desk-agent>



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