



Task-based Activity Cover Sheet

Task Title: Job profile: Guest Services Attendant

Learner Name:	
Date Started:	Date Completed:
Successful Completion: Yes ___ No ___	
Goal Path: Employment <input checked="" type="checkbox"/> Apprenticeship ___ Secondary School ___ Post Secondary ___ Independence ___	
Task Description: The learner will watch a job profile video to extract information about different aspects of the job of a guest services attendant.	
Competency: A: Find and Use Information B: Communicate Ideas and Information D: Use Digital Technology	Task Group(s): A3: Extract Information from films, broadcasts and presentations A1: Read continuous text B2: Write continuous text D: N/A
Level Indicators: A3.1: Listens/watches broadcast for one piece of information A3.2: Listens/watches broadcast for more than one piece of information or one piece of information with a low level inference or with many distractors A1.1: Read brief texts to locate specific details B2.1: Write brief texts to convey simple ideas and factual information D.2: Perform well-defined, multi-step digital tasks	
Performance Descriptors: see chart on last page	
Materials Required: <ul style="list-style-type: none">• Computer with Internet access equipped with Windows Media Player• http://vector.cfee.org Keyword search: Guest Services• Logging in will require create a user name and password (you can create a generic one for your LBS agency and have learners use that)	
ESKARGO: Skills and Knowledge Required for Successful Task Performance Comprehension <ul style="list-style-type: none">• Gets the main idea of a film, broadcast or presentation with familiar subject matter• Uses basic strategies to check and increase understanding (i.e., asks for clarification)	



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- Gets main idea(s) and identifies key points of longer forms of oral communication with some unfamiliar aspects
- Understands how presentation techniques are used to affect/influence/persuade an audience
- Uses strategies to check and increase understanding (e.g., takes notes listing unfamiliar vocabulary and key points, replays audio/video tapes, transcribes information from tapes)
- Identifies the main idea(s) and supporting details and summarizes content of sustained forms of oral communication containing some implicit information and specialized vocabulary
- Identifies the main idea(s) and supporting information; summarizes content of sustained forms of oral communication containing implicit information and specialized vocabulary
- Uses a wider range of complex strategies to confirm and increase understanding (e.g., takes notes to organize and classify, checks interpretation with other listeners, does further research)

Interpretation:

- Draws conclusions about ideas presented in formal situations
- Evaluates information contained in films, broadcasts, formal talks and presentations
- Recognizes that information in films, broadcasts and presentations may be objective or biased
- Evaluates overall content and effectiveness of formal speeches and lectures
- Compares various ideas from films, broadcasts and presentations
- Integrates various ideas from films, broadcasts and presentations

Attitudes:

Practitioner,

We encourage you to talk with the learner about attitudes required to complete this task set. The context of the task has to be considered when identifying attitudes. With your learner, please check one of the following:

- Attitude is not important Attitude is somewhat important Attitude is very important



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Task Title: Job profile: Guest Services Attendant

Employment Service agencies will often have job seekers watch videos about different aspects of different jobs. Watch this video: <http://vector.cfee.org>

Keyword search: Guest Services

Task 1: What was Michael Bodo's first job at a hotel?

Task 2: What level of education is required to get a job as a guest services attendant?

Task 3: What college course is recommended for people hoping to work as a guest services attendant?

Task 4: List 2 of the responsibilities of a guest services attendant.



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Answer Key

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Employment Service agencies will often have job seekers watch videos about different aspects of different jobs. Watch this video: <http://vector.cfee.org>

Keyword search: Guest Services

Task 1: What was Michael Bodo's first job at a hotel?

- ❖ House keeper

Task 2: What level of education is required to get a job as a guest services attendant?

- ❖ Grade 12 diploma

Task 3: What college course is recommended for people hoping to work as a guest services attendant?

- ❖ Hotel and hospitality

Task 4: List 2 of the responsibilities of a guest services attendant:

- ❖ Handle luggage
- ❖ Valet cars
- ❖ Greet customers
- ❖ Make sure people are comfortable
- ❖ Recommend places to eat in the city
- ❖ Offer amenities
- ❖ Wait for guests after they check-in
- ❖ Point out room features
- ❖ Answer any questions
- ❖ Offer to fill their ice bucket



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Suggested Performance Descriptors		Needs Work	Completes task with support from practitioner	Completes task independently
A3.1	<ul style="list-style-type: none">Listens/watches broadcast for one piece of information			
A3.2	<ul style="list-style-type: none">Listens/watches broadcast for more than one piece of information or one piece of information with a low level inference or with many distractors			

This task: was successfully completed ___ needs to be tried again ___

Learner Comments

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Print Instructor's Name

Learner Signature