



Kennedy Dolan - 34

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I grew up with a very social mother whose greatest joy was to have a house full of people to entertain. Family, her book club, all my friends—we were always hosting someone. It's no wonder that working as a hotel clerk comes naturally. I get to use the southern hospitality I learned growing up in a South Carolinian home to welcome visitors from all over the world.

Traveling can be stressful for our guests, so I help put them at ease by treating them the way my mother would treat people visiting our home. It's a great job and recently I've been talking with my boss about tracking into the management program. Look out because someday I just might own a hotel myself!

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Occupation:

Guest Service Representative

Salary:

\$32,000

Education:

High School Diploma or Equivalent

Job Description:

Hotel, Motel, and Resort Desk Clerks accommodate hotel, motel, and resort patrons by registering and assigning rooms to guests, issuing room keys or cards, transmitting and receiving messages, keeping records of occupied rooms and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.*



*Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Job Description:

SOC Code: 43-4081

Top Job Skills:

- Customer service
- Cash handling
- Welcoming/assisting guests
- Answer phone calls
- Stand for extended periods of time

General Work Activities:

- Mental Processes
 - Verify accuracy of financial or transactional data
 - Calculate costs of goods or services
- Interacting With Others
 - Report maintenance or equipment problems to appropriate personnel
 - Distribute materials to employees or customers
 - Make travel, accommodations, or entertainment arrangements for others
 - Discuss account status or activity with customers or patrons
 - Collect deposits/payments/fees
 - Execute sales or other financial transactions
 - Discuss goods or services information with customers or patrons
- Work Output
 - Maintain financial or account records
 - Operate communications equipment or systems

Source: SC Works Online Services (SCWOS)

LEARN MORE WITH SCWOS:

SC Works Online Services (SCWOS) is the state's largest job database and provides all of South Carolina's job postings from all major sites, including Monster and Career Builder, in one resource. SCWOS has thousands of positions listed by employers all over the state. To access SCWOS, visit jobs.scworks.org.

Find in-depth breakdowns of occupational statistics such as necessary job certifications, job skills and abilities, current job openings, overview of general work activities, and more by visiting [O*NET.org](https://www.o*net.org).

DEW is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities. Access TTY/TDD equipment via the South Carolina Relay Service at 711. For program funding details in compliance with the Stevens Amendment, please visit www.dew.sc.gov/funding. Information released as part of the Explore SC@Work campaign is gathered from employers, jobseekers, associations, the Bureau of Labor Statistics, DEW's Labor Market Information Division, and other sources. All data is factual, but names, images, and quotations have been adapted to protect the identity of employees and businesses.

JOB STATISTICS:



Typical Wage Range

\$23,500 - \$32,880



Projected Growth

868/yr Job Openings



Employed In-State

5,460



Required Education

High School Diploma or Equivalent



Work Experience

Typically Requires None



On-the-Job Training

Short-Term On-the-job Training

*Source: Occupational Employment and Wage Statistics (OEWS) and the U.S. Bureau of Labor Statistics.

EXAMPLES OF WORKFORCE AREAS WITH JOB OPENINGS:

Source: SC Works Online Services. Ask an SC Works representative for more information about postings in your area.

- Trident
- Midlands
- Waccamaw
- Lowcountry
- Greenville
- Upstate

EXAMPLES OF EMPLOYERS WITH JOB OPENINGS:

Source: SC Works Online Services. Ask an SC Works representative for more information about postings in your area.

- Hilton
- Aimbridge Hospitality, LLC
- Marriott Vacations Worldwide
- Drury Hotels

RELATED OCCUPATIONS*:

- Concierges
- Counter and Rental Clerks
- Lodging Managers
- Receptionists/Information Clerks
- Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop

NOTE: All data based on state averages. Information may vary depending on region, experience, and specific employment situation. Last Updated: 2024.