



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.

For terms and definitions in this profile, see [definitions of major terms](#).

Cognitive and mental requirements

The qualifications that workers need to use judgement, make decisions, interact with others, and adapt to changes in jobs.

In 2025, external verbal interactions were required constantly (every few minutes) for 82.2 percent of hotel, motel, and resort desk clerks. External verbal interactions were required more than once per hour (but not constantly) for 17.8 percent.

Table 1. Percentage of hotel, motel, and resort desk clerks with cognitive and mental requirements, 2025

Requirement	Yes	No
Ability to pause work (and take brief unscheduled breaks)	25.1	74.9
Supervising others	<0.5	>99.5
Supervisor present in immediate work area	72.3	27.7
Telework routinely allowed	<0.5	>99.5
Work schedule varies	69.1	30.9
Working around crowds	<0.5	>99.5

Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey

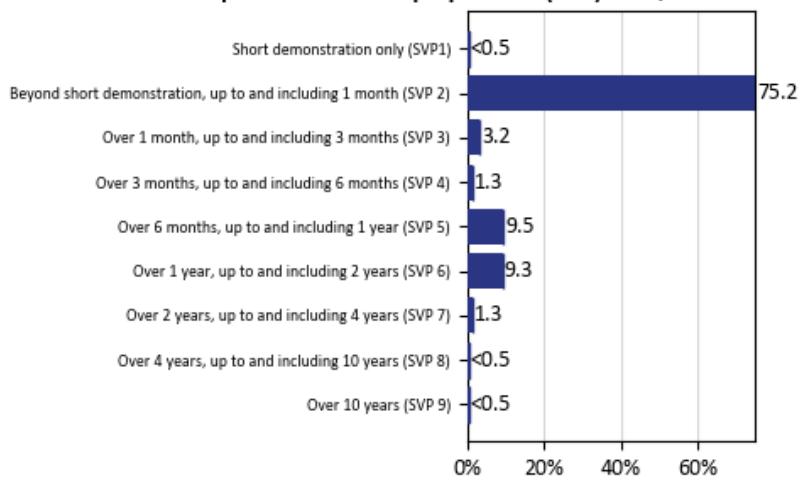
Education, training, and experience requirements

The minimum level of formal education required, credentials necessary, on-the-job training, and prior work experience necessary for average performance in jobs. The time associated with these requirements is combined to calculate the specific vocational preparation level needed for the job.

In 2025, prior work experience was required for 22.4 percent of hotel, motel, and resort desk clerks and on-the-job training was required for 97.4 percent.

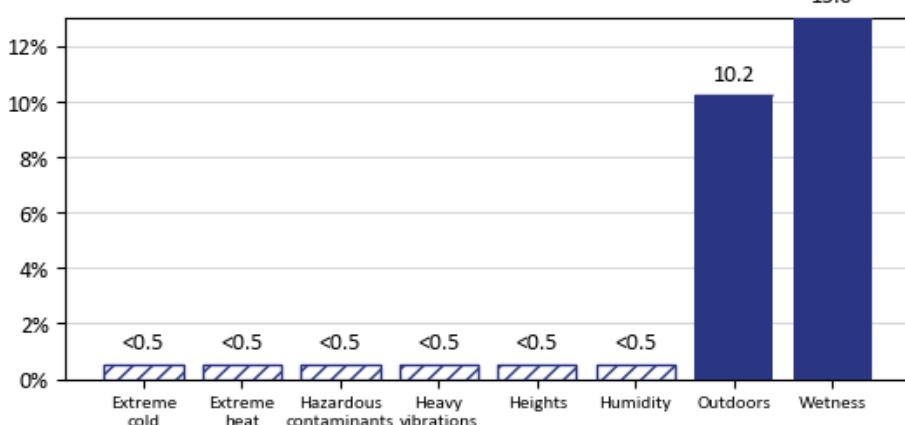
No minimum education was required for 47.0 percent of hotel, motel, and resort desk clerks and a high school diploma was required for 52.7 percent.

Chart 1. Percentage of hotel, motel, and resort desk clerks by specific vocational preparation (SVP) level, 2025



Note: Striped bars represent range estimates where precise value is unpublished.
Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey

Chart 2. Percentage of hotel, motel, and resort desk clerks with exposure to environmental conditions, 2025



Note: Striped bars represent range estimates where precise value is unpublished.

Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey

Environmental conditions

The various hazards or difficulties that are in the area where workers perform their critical tasks.

In 2025, a quiet noise exposure was present for 5.0 percent of hotel, motel, and resort desk clerks.

Another 95.0 percent were exposed to moderate noise, less than 0.5 percent were exposed to loud noise, and less than 0.5 percent to very loud noise. Personal protective equipment (PPE) was used by less than 0.5 percent of workers to mitigate noise exposure and was not used by greater than 99.5 percent.

Physical demands

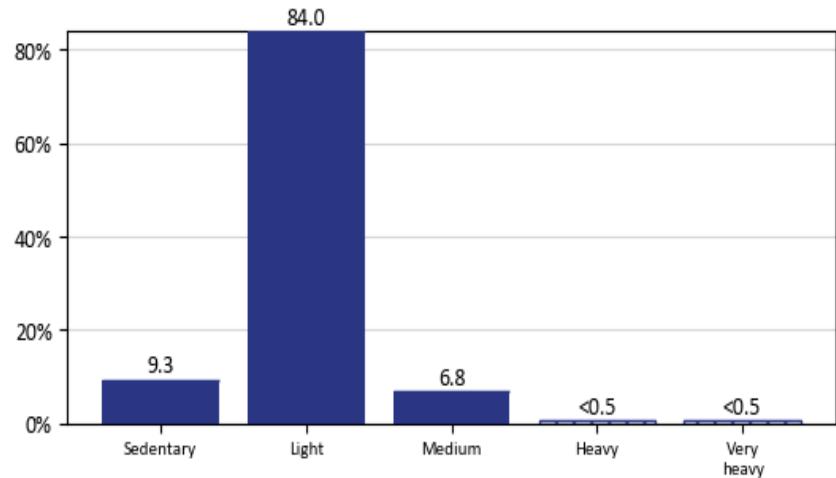
The physical activities required to perform tasks in jobs. The presence and, in some cases, duration of these activities are published.

In 2025, speaking was required for greater than 99.5 percent of hotel, motel, and resort desk clerks and was not required for less than 0.5 percent. For less than 0.5 percent of workers, speaking was seldom required, for 39.0 percent speaking was occasionally required, for 60.8 percent speaking was frequently required, and for less than 0.5 percent speaking was required constantly.

Performing work in low postures was required for 42.4 percent of hotel, motel, and resort desk clerks and was not required for 57.6 percent.

The choice to sit or stand when performing critical tasks was available to 13.0 percent of hotel, motel, and resort desk clerks. On average, workers spent 24.9 percent of the workday sitting and 75.1 percent of the workday standing.

Chart 3. Percentage of hotel, motel, and resort desk clerks by strength level requirements, 2025



Note: Striped bars represent range estimates where precise value is unpublished.

Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey

Table 2. Percentage of hotel, motel, and resort desk clerks with physical demands, 2025

Requirement	Yes	No
Ability to choose to sit or stand for tasks	13.0	87.0
Climbing structure-related ramps or stairs	9.4	90.6
Driving	0.7	99.3

Source: U.S. Bureau of Labor Statistics, Occupational Requirements Survey

