

# Professional Certification

2011-2012



The Next Generation of Hospitality

## American Hotel & Lodging Association

Serving the hospitality industry for more than a century, AH&LA is the sole national association representing all sectors and stakeholders in the lodging industry, including individual hotel property members, hotel companies, student and faculty members, and industry suppliers. Headquartered in Washington, D.C., AH&LA provides members with national advocacy on Capitol Hill, public relations and image management, education, research and information, and other value-added services to provide bottom line savings and ensure a positive business climate for the lodging industry.



*Sirviendo a la industria de la hospitalidad por más de un siglo, el American Hotel & Lodging Association (AH&LA) es la única asociación en los Estados Unidos a nivel nacional que representa a todos los sectores y partes interesadas en la industria hotelera, incluyendo los miembros individuales de la propiedad del hotel, las empresas hoteleras, estudiantes, profesores, y proveedores de la industria. Con sede en Washington, DC, AH&LA ofrece a sus miembros con la defensa nacional en el Capitolio, relaciones públicas y gestión de imágenes, la educación, investigación e información, y otros servicios de valor añadido para proporcionar obtención de ganancias y garantizar un clima de negocios positivo para la industria hotelera.*

## Educational Institute

Established in 1953, as a nonprofit educational foundation of the American Hotel & Lodging Association, the American Hotel & Lodging Educational Institute (EI) is one of the finest nonprofit organizations committed to hospitality training and education, supported by quality standards of practice through leadership, professional certification, education, and advocacy.

Direct industry input goes into the development of every one of our products, ensuring that the knowledge you gain is up-to-date, practical, and accurate. Leading hotel brands and thousands of properties around the world use our products and courses for their corporate training.

More than 1,500 universities, colleges, vocational technical schools, and governmental agencies worldwide use the Educational Institute courses and textbooks in their classrooms. The Educational Institute offices are located in Florida, Michigan, and India.



*Establecida en 1953, como una fundación sin fines de lucro de educación de la American Hotel & Lodging Association, el American Hotel & Lodging Educational Institute (EI) es una de las mejores organizaciones sin fines de lucro comprometida con la formación de hoteles y la educación, apoyado por estándares de calidad de la práctica a través del liderazgo, la certificación profesional, educación y defensa.*

*Entrada directa en la industria va en el desarrollo de cada uno de nuestros productos, asegurando que el aumento de los que el conocimiento esté al día, práctico y preciso. Las principales marcas de hoteles y miles de propiedades en todo el mundo utilizan nuestros productos y cursos para la formación corporativa.*

*Más de 1,500 universidades, colegios, escuelas de formación profesional técnica, y las agencias gubernamentales mundialmente utilizan nuestros cursos y los libros de texto en sus clases. Las oficinas del Instituto se encuentran en Florida, Michigan, y la India.*

# CERTIFICATION CAREER PATH

|                 | Front Office  | Revenue Management                                   | Food & Beverage   | Housekeeping   | Maintenance  | Security   | Human Resources   | Sales   |
|-----------------|---|--|---|--|--|--|---|---|
| Executive       | <b>CHA</b><br>Certified Hotel Administrator / <b>CLM</b><br>Certified Lodging Manager   |  |   |  |  |  |   |   |
| Department Head | <b>CRDE</b><br>Certified Rooms Division Executive   |  | <b>CFBE</b><br>Certified Food and Beverage Executive  | <b>CHHE</b><br>Certified Hospitality Housekeeping Executive  | <b>CEOE</b><br>Certified Engineering Operations Executive                | <b>CLSD</b><br>Certified Lodging Security Director   | <b>CHRE</b><br>Certified Human Resources Executive      | <b>CHSP</b><br>Certified Hospitality Sales Professional |
| Managerial      | <b>CFDM</b><br>Certified Front Desk Manager   | <b>CHRM</b><br>Certified Hospitality Revenue Manager | <b>CRM</b><br>Certified Restaurant Manager  | <b>CHM</b><br>Certified Housekeeping Manager   | <b>CMM</b><br>Certified Maintenance Manager                              |  |   |   |
| Supervisor      | <b>CHS</b><br>Certified Hospitality Supervisor  |  |   |  |  | <b>CLSS</b><br>Certified Lodging Security Supervisor | <b>CHDT</b><br>Certified Hospitality Department Trainer |   |
| Line            | <b>Certified</b>  |  |   |  |  | <b>CLSO</b><br>Certified Lodging Security Officer    |   |   |
|                 | <ul style="list-style-type: none"> <li>- Front Desk Representative</li> <li>- Bell Attendant</li> <li>- Concierge</li> <li>- PBX Operator</li> <li>- Reservationist</li> <li>- Valet</li> <li>- Retail Cashier</li> </ul> |  | <ul style="list-style-type: none"> <li>- Restaurant Server</li> <li>- Room Service Attendant</li> <li>- Cocktail Server</li> <li>- Banquet Set-Up Employee</li> <li>- Kitchen Steward</li> <li>- Bus Person</li> <li>- Bartender</li> <li>- Banquet Server</li> </ul> | <ul style="list-style-type: none"> <li>- Guestroom Attendant</li> <li>- Public Space Cleaner</li> <li>- Laundry Attendant</li> </ul> | <ul style="list-style-type: none"> <li>- Maintenance Employee</li> </ul> |  |   |   |
| Specialty       | <b>CGS</b><br>Certified Gaming Supervisor   | <b>CMHS</b><br>Certified Master Hotel Supplier       | <b>CHE</b><br>Certified Hospitality Educator  | <b>CHI</b><br>Certified Hospitality Instructor   | <b>CSS</b><br>Certified Spa Supervisor                                   | <b>CGSP</b><br>Certified Guest Service Professional  |   |   |

## PROFESSIONAL CERTIFICATION

Widely recognized as the preeminent leader in hospitality certification, the American Hotel & Lodging Educational Institute (EI) strongly supports and encourages the certification of hospitality professionals in all facets of the industry, including:

- hotels
- food & beverage establishments
- trainers
- hospitality educators
- hotel suppliers
- spas

In order to become certified by the EI, you must meet the **knowledge** requirements, the **experience requirements** and **successfully complete a certification** examination. Certification examinations are available through EI year-round using computerized adaptive testing or traditional print testing.

### Importance of Certification?

Continuing education is a lifelong process and is motivated by a number of factors, including curiosity, self identified gaps in knowledge, and the desire to provide the very best as an individual – and the very best guest service.

EI is committed to delivering the highest quality education and training resources, and strongly supports and encourages the certification of all individuals working in the hospitality industry.

Certification demonstrates proficiency. It is a concrete indication of your skill, and shows employers and guests that you are committed to your profession and are well trained with proven abilities.

- Competitive edge over noncertified candidates
- Job retention
- Earn higher wages
- Promotion eligibility
- Employment opportunities
- Career improvement

Although certification is voluntary, individuals have the responsibility to demonstrate competence before expecting the recognition and rewards of a profession. In addition, certification and the process of certificate maintenance through continuing education lend credibility to many professions in legislative and policy arenas.

### Getting Certified

To become certified, an individual must fulfill the knowledge and experience components specified in each designation, and successfully complete the appropriate examination.

EI recommends that you carefully review the prerequisites for the designation of interest, to ensure that you meet the eligibility requirements.

For complete qualification information, paperwork requirements, application and information on the specific exam you are interested in, please visit the EI website at [www.ahlei.org/certification](http://www.ahlei.org/certification), or call 1-888-575-8726 or 1-407-999-8100.

### Qualifications

A qualification recognizes the competence of individuals in specific areas. A certification candidate must currently hold the qualifying position in order to apply for a designation and take the certification exam.

You will find the prerequisites for the certification on the first page of the application form. Qualifications are available for executive, department head, manager, supervisor, trainer, security, hospitality educator, hotel supplier, line-level, and spa.

Candidates who complete the qualification process, including completion of the eligibility requirements will receive a certificate and lapel pin upon successful completion of the exam.

The certification designation may be used on letterhead, business cards, and other writings.

# CERTIFICATION PROCESS

## Online Exams

El offers select certification exams online. Our high-quality exams are designed to ensure maximum value to our customers, and each has been rigorously tested before release.

Candidates must submit an application and meet the necessary prerequisites. All online exams require that examinations be administered under the supervision of a proctor.

## Review Sessions and Exams

Certification-specific review sessions and exams are offered for select designations. A standard review session features a full day of activities. This instructional period provides an overview of the program materials that you study prior to attending the review and allows you a chance to ask questions in an informal discussion environment. The review class is an excellent opportunity to prepare for the proctored exam session.

## Recertification

Upon successful completion of the certification designation, a time-limited certificate will be issued along with a packet of information for completion of the Recertification Maintenance Program.

Recertification begins the day a candidate earns their certification, and designees hold their certification for five years.

During this time, the program requires that the certification designee maintain their qualifying position within the industry; and earn a minimum amount of documented points by fulfilling various activity requirements based on the level of involvement and time spent doing the activity within the next five years.

The categories for which points are awarded include:

- Professional Experience
- Professional Development Activities/Seminars
- Industry Related Involvement
- Educational Services

Upon successful completion of the Recertification Maintenance Program, the certification holder will be permitted to continue using the initials as part of their certification designation.

## 1. Application is received

- *Single Applications* – the turnaround time is approximately two weeks.
- *Groups* (more than five) – the turnaround time is approximately four weeks.

The turnaround time is based on our receiving complete applications in our Orlando office with: form of payment, updated resume, job description, and organizational chart. If these supporting documents are not included – the process takes longer to complete.

## 2. Exam preparation material is sent out

Once the applicant has been qualified and we have received all supporting documentation and payment, then we will ship the exam preparation material to the candidate.

Executive Level, Department Head Level, Manager Level, and Certified Lodging Security Supervisor (CLSS) – after processing the completed application, the exam preparation material should be received within two weeks.

## 3. Examination

The candidate has six months from their date of enrollment into the certification program to successfully complete the exam. The six-month time frame includes two re-takes. It is recommended that the candidate take the exam three to four months after applying into the program (to allot for time to re-take – if necessary).

The turnaround time for the individual to receive their score for the paper-based exam is approximately four weeks from when we receive the exam in our Orlando office.

Online exam is available for most designations. A proctor is required when taking an online or paper-based exam. Online exam scores are received upon completion of the exam. Retake fees are applicable.

## 4. Candidate Passes Exam

The candidate receives pin and certificate approximately three weeks after successfully passing the certification exam. Candidates enrolled in the Early Entry (Plan C) option do not receive a certificate and pin until the time requirement has been met.

Go for the  
*Gold*



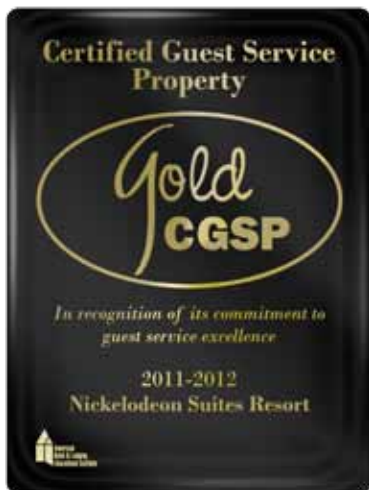
Scan here for details



*be the next...*

## ***Certified Guest Service Property***

- Achieve Guest Service Gold with training and certification
- Be recognized for your hotel's commitment to quality guest service
- Certify 100% of your front line and back of house employees --  
Certified Guest Service Professional



To learn more, visit [www.ahlei.org/guestservicegold](http://www.ahlei.org/guestservicegold)  
800-752-4567 | 407-999-8100

*Nickelodeon Suites Resort in Orlando, Florida is recognized as the first hotel in the world to receive the prestigious Certified Guest Service Property designation.*



## Certified Guest Service Property

Take the first step to improving your property's guest service ratings and become a Certified Guest Service Property

This property certification is essential to promote your property's commitment to guest service and guest satisfaction.

Get recognized for implementing guest service practices. Look beyond the standard guest service training, while also enhancing your bottom line.

How to earn the property certification

- Complete and return a Certified Guest Service Property Application to the Educational Institute (**fee applies**).
- Train front line and back of house employees with the Guest Service Gold Training Program.
- Have 100% of employees take the Certified Guest Service Professional (CGSP) exam.

*Note: the CGSP exam is priced separately.*

Once all employees pass the CGSP exam, your property will be recognized as a Certified Guest Service Property.

Successful properties will receive a CGSP property certification plaque to display prominently at the front desk, so guests will know they have chosen to stay at a property dedicated to providing the GOLD standard of guest service.



## Guest Service Gold Training Program

Top hotels have long known that the secret to exceptional guest service involves training their employees to be emotionally engaged with guests. This comprehensive program is designed to accomplish the goal of creating guest service-oriented line-level employees who know how to engage with their guests in order to provide memorable guest service.



- Guest Service Gold features a video with seven brief stories designed to motivate and inspire hotel employees to 'go for the gold' when it comes to providing service above and beyond the call of duty.
- Program includes: 22 minute video (DVD), pre-shift lesson plans, one Trainer's Guide, five Participant Workbooks
- The Guest Service gold Program does not include the Certified Guest Service Professional (CGSP) Certification designation. CGSP is priced separately.

*Coming soon in Spanish!*

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06500DVP01ENGE – English/Program

06500WKB01ENGE – Additional Participant Workbooks

Also available as an online training course  
06500WEB01ENGE – English/Online Course

## Certified Guest Service Professional (CGSP)

Each employee who completes the Guest Service Gold Training Program is eligible to become a Certified Guest Service Professional (CGSP).



- Complete and return a CGSP application to the Educational Institute, along with fee.
- Successfully pass the 30-question certification exam (available online or by hard copy) with a score of 80% or higher.
- CGSP exam available online or by hard copy (English and Spanish).

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06500PGF01ENGE – English and Spanish/Certification

## Academic Institutions

Every hospitality student needs to have a strong grounding in the art of guest service as the foundation for all of their hospitality knowledge and skills. Guest Service Gold is available to schools with additional materials to assist instructors with presenting the program in an academic setting. Schools may choose to use the program with or without the Certified Guest Service Professional (CGSP) exam. Student materials are available with or without the certification exam. Please note that instructor materials are not available in an online format. Even if students are accessing the program online, instructors will still need to purchase the print instructor materials.

## Certified Hotel Administrator (CHA) Online Review

The **CHA Online Review** offers busy hospitality professionals a convenient, self-paced means to prepare for their CHA exam. It offers the same instruction as the live event and more!

This 6.5-hour online session includes:

- Six (6) modular presentations that correlate to each section of the study materials:
  - Financial Management
  - Marketing and Sales
  - Leadership Management
  - Human Resources Management
  - Rooms Management
  - Food and Beverage Management
- 120 days of access to the web-based review
- Sample examination questions

©2011 – English/Certification  
08001WEB01ENGE –English/Online Course



## CHA and CFBE Online Assessment Tool

Candidates for the **Certified Hotel Administrator (CHA)** or **Certified Food and Beverage Executive (CFBE)** professional certifications can test their readiness for the exam with the new online Assessment Tool available from the American Hotel & Lodging Educational Institute (EI).

- The CHA Assessment Tool consists of six 30-question quizzes that correlate to the six sections of the CHA exam preparation material.
- The CFBE Assessment Tool consists of six 20-question quizzes that correlate to the six sections of the CFBE exam preparation material.

After completion of the test, which contains questions similar in format and content to those in the corresponding exam, candidates receive an evaluation report indicating their score and skill level against the required benchmarks.

The assessment includes a detailed performance report and a review of missed questions. It also identifies where the correct information may be found in the corresponding Exam Preparation Booklet and Resource Materials CD for further review, and includes:

- 120 days of access to the Assessment Tool
- Three opportunities to practice each section
- Assessment report after each use

The Assessment Tool is available only to those hospitality candidates who have submitted a CHA or CFBE application to EI and have met the necessary prerequisites for the specific certification program.

*The Educational Institute has over the past 40 years provided me with cutting edge resources to assist in my educational endeavors, of developing customer oriented professionals in the Hospitality Industry. I have always reached out to AHLEI for their resources of information pertaining to the industry, and they have always delivered the resources I was in need of both for my staff in hotels, as a General Manager for over 15 years and now for my students studying Hospitality Management in higher education.*

John H. Smith, Jr. CHA, FMP, CS, CA  
Professor  
Culinary Arts & Hospitality Management  
Community College of Philadelphia

## EXECUTIVE DESIGNATIONS

A qualification recognizes the competence of individuals in specific areas. A certification candidate must currently hold the qualifying position and meet the prerequisites in order to apply for a designation and take the certification exam.

Certified Hotel Administrator (CHA)

Certified Lodging Manager (CLM)

### Qualifications and requirements

Employed as a general manager, owner/operator in a lodging hospitality company. Or employed as a corporate executive responsible for the operation of three or more properties, who serves as a regional or corporate director of operations, or has ultimate corporate responsibility for rooms, marketing, accounting and finance, human resources, and engineering.

*Prerequisites:* Candidate who is in a qualifying position may apply for certification in one of three ways (see application for additional details):

### PLAN A – Education Emphasis

Requires a minimum two-year degree from an accredited institution and two years of full-time experience in the qualifying position.

### PLAN B – Experience Emphasis

Requires three years of full-time experience in the qualifying position.

### PLAN C – Early Entry

Current full time employment in the qualifying position and meet the experience requirement in order to earn the Professional Certification designation.

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*In order to excel in my career, I knew it was necessary to earn my position and leadership specific certification. Earning the CRDE, and later the CHA, is a proven testament to my commitment to my craft and to lifelong learning. I'm thankful for the opportunities that have presented themselves throughout my career and have no doubt they would not have been possible without my certifications.*

Randall Z. Williams, CHA, CRDE  
Senior Resort Manager  
Hyatt Windward Pointe

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## DEPARTMENT HEAD DESIGNATIONS

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Certified Rooms Division Executive (CRDE)  
Certified Food and Beverage Executive (CFBE)  
Certified Hospitality Housekeeping Executive (CHHE)  
Certified Engineering Operations Executive (CEOE)  
Certified Human Resources Executive (CHRE)  
Certified Hospitality Trainer (CHT)  
Certified Lodging Security Director (CLSD)  
Certified Hospitality Sales Professional (CHSP)

### Qualifications and requirements

#### CRDE

Assistant general manager or rooms division executive at a lodging hospitality company.

#### CFBE

Food and beverage director in hotel food and beverage administration, executive chef, or general manager of a freestanding restaurant facility.

#### CHHE

Executive housekeeper or director of housekeeping at a lodging hospitality company.

#### CEOE

Director or chief of engineering at a lodging hospitality company.

#### CHRE

Human resources director at a lodging hospitality company.

#### CHT

Property-level training director or corporate level training executive (corporate-level is defined as overseeing training initiatives of at least three or more hotel properties in a lodging hospitality company). Fifty percent or more of your job duties involve overseeing training initiatives for the hotel property.

#### CLSD

Security director at property level or as a corporate executive employed by a firm responsible for the operation of three or more properties, who serves as a regional or corporate director of security, or has ultimate corporate responsibility for security and/or risk management issues.

*Prerequisites:* Candidate who is in a qualifying position may apply for certification in one of three ways (see application for additional details):

#### PLAN A – Education Emphasis

Minimum two-year degree from an accredited institution and one year of full-time experience in the qualifying position.

#### PLAN B – Experience Emphasis

Two years of full-time experience in the qualifying position.

#### PLAN C – Early Entry

Current full-time employment in the qualifying position and meet the experience requirement in order to earn the Professional Certification designation.

#### CHSP

Banquet/catering manager, director of sales, sales manager, and sales coordinator. Fifty percent or more of your duties and responsibilities involve sales of sleeping rooms and/or meeting space to groups or individuals. All areas of hospitality sales are included: room, convention/conference, banquet/catering, group, etc.

*Prerequisites:* Candidate who is in a qualifying position may apply for certification in one of three ways (see application for additional details):

#### PLAN A – Education Emphasis

Minimum two-year degree from an accredited institution and six months of full-time experience in the qualifying position.

#### PLAN B – Experience Emphasis

One year of full-time experience in the qualifying position.

#### PLAN C – Early Entry

Current full-time employment in the qualifying position and meet the experience requirement in order to earn the Professional Certification designation.

## MANAGERIAL DESIGNATIONS

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Certified Front Desk Manager (CFDM)  
Certified Hospitality Revenue Manager (CHRM)  
Certified Restaurant Manager (CRM)  
Certified Housekeeping Manager (CHM)  
Certified Maintenance Manager (CMM)

### Qualifications and requirements

#### CFDM

Department-level manager in front desk operations, front desk manager or assistant front desk manager at a lodging hospitality company.

#### CHRM

Manage input of data and report generation. Manage block activity and monitor property management system. Manage and supervise reservations. Fifty percent or more of the duties and responsibilities involve revenue management, including forecasting, analyzing inventories, rates and occupancy.

#### CRM

Department-level manager in food and beverage administration, restaurant manager, or assistant restaurant manager.

#### CHM

Department-level manager in housekeeping operations, housekeeping manager or assistant housekeeping manager at a lodging hospitality company.

#### CMM

Engineering manager, maintenance manager, assistant engineering manager or assistant maintenance manager at a lodging hospitality company.

*Prerequisites:* Candidate who is in a qualifying position may apply for certification in one of three ways (see application for additional details):

#### PLAN A – Education Emphasis

Minimum two-year degree from an accredited institution and six months of full-time experience in the qualifying position.

#### PLAN B – Experience Emphasis

One year of full-time experience in the qualifying position.

#### PLAN C – Early Entry

Current full-time employment in the qualifying position and meet the experience requirement in order to earn the Professional Certification designation.

## SUPERVISOR DESIGNATIONS

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Certified Hospitality Supervisor (CHS)  
Certified Lodging Security Supervisor (CLSS)  
Certified Hospitality Department Trainer (CHDT)

### Qualifications and requirements

#### CHS

A person who supervises two or more individuals; has job duties that are at least 20 percent supervisory in nature and include such tasks as scheduling, training, interviewing, disciplining, inspecting, and conducting performance reviews; makes decisions and judgment calls while performing daily duties; and has input on hiring and firing decisions within a department.

*Prerequisites:* Candidate who is in a qualifying position may apply in one of three ways (see application for additional details):

#### PLAN A – Education Emphasis

Minimum two-year degree from an accredited institution and three months of full-time experience in the qualifying position.

#### PLAN B – Experience Emphasis

Six months of full-time experience in the qualifying position.

#### PLAN C – Early Entry

Required to meet the experience in the qualifying position in order to earn the Professional Certification designation.

## CLSS

A person who supervises two or more individuals; has responsibilities for security issues at property-level; has job duties that are at least 20 percent supervisory in nature and include such tasks as scheduling, training, interviewing, disciplining, inspecting, and conducting performance reviews; makes decisions and judgment calls while performing daily duties; and has input on hiring and firing decisions within a department.

*Prerequisites:* Candidates in a qualifying position may apply in one of two ways (see application for additional details):

### PLAN A – Education Emphasis

Minimum two-year degree from an accredited institution and three months of full-time experience in the qualifying position.

### PLAN B – Experience Emphasis

Six months of full-time experience in the qualifying position.

## CHDT

A person who is responsible for training individuals for functional skills; has job duties that are at least 20 percent training in nature and include such tasks as scheduling training and development decisions within a department for line-level staff.

*Prerequisites:* Current employment in the hospitality industry.

## FRONT LINE AND BACK OF HOUSE DESIGNATIONS

### Food & Beverage

Banquet Server  
Banquet Set-Up Employee  
Bartender  
Bus Person  
Cocktail Server  
Kitchen Steward  
Restaurant Server  
Room Service Attendant

### Guest Services

Bell Attendant  
Concierge  
Front Desk Representative  
PBX Operator  
Reservationist  
Retail Cashier  
Valet Attendant

### Housekeeping

Guestroom Attendant  
Laundry Attendant  
Public Space Cleaner  
Maintenance Employee

*Prerequisites:* Each of the nineteen line designations require current employment in the hospitality industry. (see order form for additional details).

### Certified Guest Service Professional (CGSP)

*Prerequisite:* Current employment in the hospitality industry.

### Certified Lodging Security Officer (CLSO)

*Prerequisites:* Full-time employment for 90 days as a hospitality security officer (see order form for additional details).



## SECURITY/RISK MANAGEMENT

### Certified Lodging Security Director (CLSD)

Security director at property level or as a corporate executive employed by a firm responsible for the operation of three or more properties, who serves as a regional or corporate director of security, or has ultimate corporate responsibility for security and/or risk management issues.

*Prerequisites:* Candidate who is in a qualifying position may apply for certification in one of three ways (see application for additional details):

#### PLAN A – Education Emphasis

Minimum two-year degree from an accredited institution and one year of full-time experience in the qualifying position.

#### PLAN B – Experience Emphasis

Two years of full-time experience in the qualifying position.

#### PLAN C – Early Entry

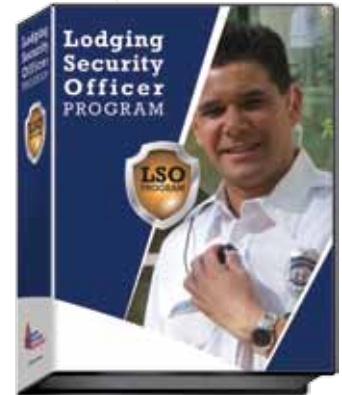
Current full-time employment in the qualifying position and meet the experience requirement in order to earn the Professional Certification designation.

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### Lodging Security Officer Program

The Lodging Security Officer (LSO) program provides general techniques and tips as well as hospitality specific information that security officers and other employees need to provide effective security at a lodging property.



The LSO program was developed with the help of hospitality industry security experts.

The LSO program utilizes print materials and various video segments to illustrate the duties and responsibilities of a lodging security officer. The program consists of:

- four modular textbooks
- a DVD
- a workbook with activities and quizzes

New or updated topics include:

- Suspicious activity reporting
- Updated ADA regulations
- Drug related issues
- Foodborne illnesses
- Death of a guest
- Active shooter
- Signs of terrorism
- Additional information on bombs
- Hostage Situations
- Shelter-in-place

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05620ISE03ENGE – English/Program

#### Certified Lodging Security Officer (CLSO)

The Lodging Security Officer program is a beneficial tool in preparation for the Certified Lodging Security Officer (CLSO) designation. The CLSO designation is priced separately.



The Educational Institute has been working with the AH&LA Loss Prevention Committee, the U.S. Department of Homeland Security (DHS), and other agencies to update our current security certifications and to develop new programs designed to provide hospitality security personnel and other employees with information on terrorism awareness and anti-terrorism preparedness.

## SPECIALTY DESIGNATIONS

### Certified Gaming Supervisor (CGS)

### Certified Master Hotel Supplier (CMHS)

- Supplier
- Food & Beverage

### Certified Hospitality Educator (CHE)

#### Qualifications and requirements

#### CGS

A person who supervises two or more individuals in the gaming industry; has job duties that are at least 20 percent supervisory in nature and include such tasks as scheduling, training, interviewing, disciplining, inspecting, and conducting performance reviews; makes decisions and judgment calls while performing daily duties; and has input on hiring and firing decisions within a department.

*Prerequisites:* Candidate who is in a qualifying position may apply in one of three ways (see application for details):

#### PLAN A – Education Emphasis

Minimum two-year degree from an accredited institution and three months of full-time experience in the qualifying position.

#### PLAN B – Experience Emphasis

Six months of full-time experience in the qualifying position.

#### PLAN C – Early Entry

Required to meet the experience in the qualifying position in order to earn the Professional Certification designation.

#### CMHS

*Prerequisites:* Currently hold a position as a supplier of products or services to the hospitality industry, with one year of full-time experience in one or more such positions (see application for details).

#### CHE

*Prerequisite:* Current employment as a post-secondary hospitality educator, with at least two years full-time experience in one or more such positions (see application for details).

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*I'd say it was probably the best thing I could have done for myself. What spurred me to do this was when I watched a teaching demonstration conducted by another CHE grad, Vinnie Rege, and I was totally blown away by his demo. I would say that I am totally committed to living and practicing writing great instructional objectives as well as utilizing the INTRO method in all my classes.*

Michael Cheng, CHE  
Director/Associate Professor  
Culinology and Hospitality Management

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## Certified Spa Supervisor (CSS)

The **Certified Spa Supervisor (CSS)** is a certificate for spa supervisors and managers. The certification was developed by the International SPA Association in partnership with the Educational Institute.

The CSS application is only available as part of the Supervisory Skill Builders for the Spa Industry program, which must be completed as a prerequisite for certification.

### Also available:

Supervisory Skill Builders for the Spa Industry  
*09510SKP03ENIP - English/Program*



For complete information about the Certified Spa Supervisor program, including qualifications, prerequisites, and FAQs, please visit the ISPA website at: <http://www.experienceispa.com/education-resources/certification>

## Student Certification

The **Certified Rooms Division Specialist (CRDS)** is aimed at graduates of the Lodging Management Program (LMP). To qualify for the CRDS designation, graduating high school seniors must complete and pass the LMP exams for both Year 1 and Year 2, and work in the lodging industry for at least 30 days.

## Teacher Certification

Teachers who complete all three levels of the Lodging Summer Institute, pass the exams and perform 120 hours of internship will receive the Certified Hospitality Instructor (CHI) certification from the Educational Institute. This provides a great opportunity for teachers as State Departments of Education move towards requiring certification in your specialized field.





[www.ahlei.org](http://www.ahlei.org)

**Florida**

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