
AHLEI

Applying for an AHLEI Certification

Follow these steps to apply for the following AHLEI professional certifications:

Executive

- CHA: Hotel Administrator
- CLO: Lodging Owner

Department Head

- CRDE: Rooms Division Executive
- CFBE: Food and Beverage Executive
- CHT: Hospitality Trainer
- CHFE: Hospitality Facilities Executive
- CLSD: Lodging Security Director
- CHHE: Hospitality Housekeeping Executive

Managerial

- CHRM: Hospitality Revenue Manager
- CHSP: Hospitality Sales Professional

Supervisor

- CHS: Hospitality Supervisor
- CHDT: Hospitality Department Trainer
- CLSS: Lodging Security Supervisor

Specialty

- CHIA: Hotel Industry Analytics
- CHE: Hospitality Educator
- CHI: Hospitality Instructor

Line Level

- CLSO: Lodging Security Officer

Purchase your certification program

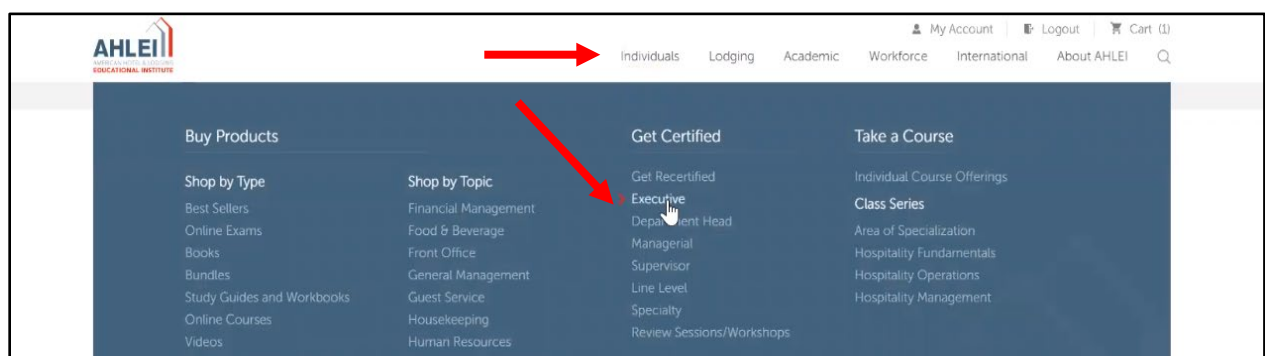
RECORDING: [PURCHASING CERTIFICATION APPLICATION](#)

You must have a purchased Certification package that includes the Application, Study Material, and Exam in your account before completing your application. This package can be purchased directly on AHLEI.org or can be purchased and assigned to you by your organization.

Application Process:

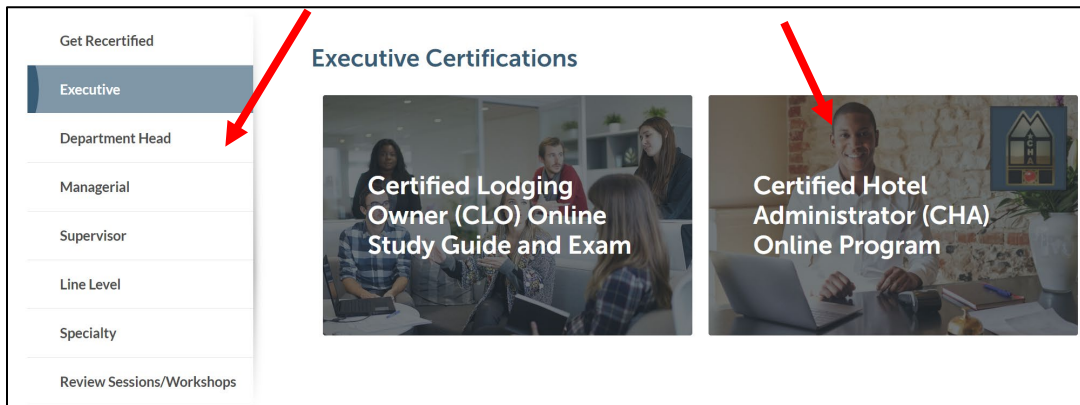
- If you have not supplied all necessary documentation to verify you qualify for the certification, an AHLEI Customer Care Representative will reach out to you asking for additional information. Please include all relevant documentation during the initial application submission.
- If you do not meet the certification requirements, your application will be denied and you will receive a refund.

1. On [ahlei.org](#) hover over “**Individuals**”, go to the appropriate certification level.

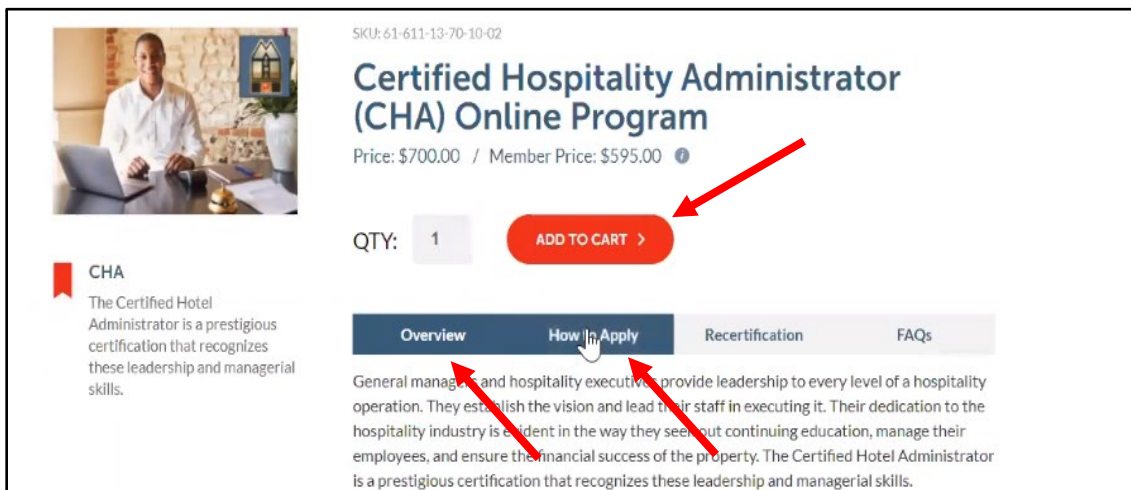


If you need further assistance, please email the National Restaurant Association's AHLEI Customer Care Team at certification@ahlei.org or Call 800-349-0299 (International callers 407-999-8100)

2. Select the appropriate Level and Certification Program.

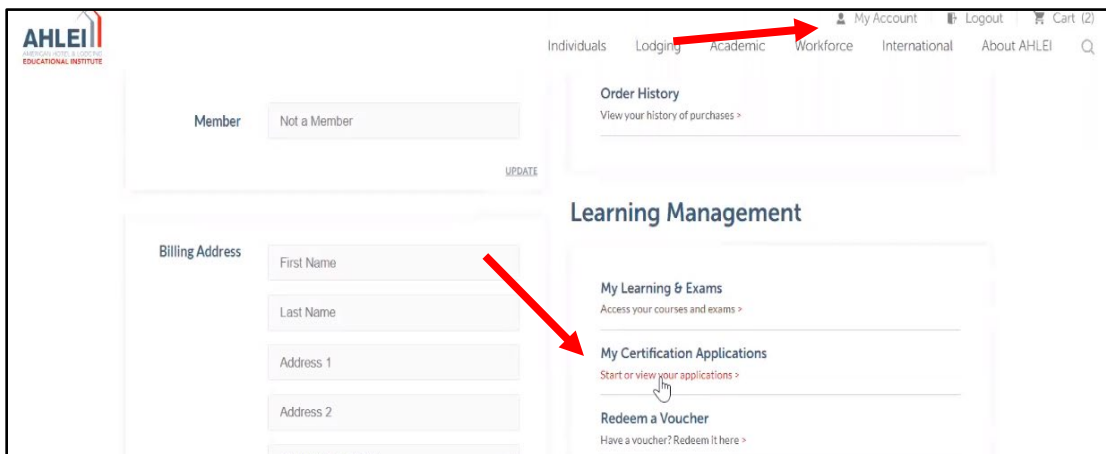


3. Review the “Overview” and “How to Apply” tab thoroughly. Select “Add to Cart” to purchase your program. Follow the checkout process. You will receive an email confirmation after purchase.



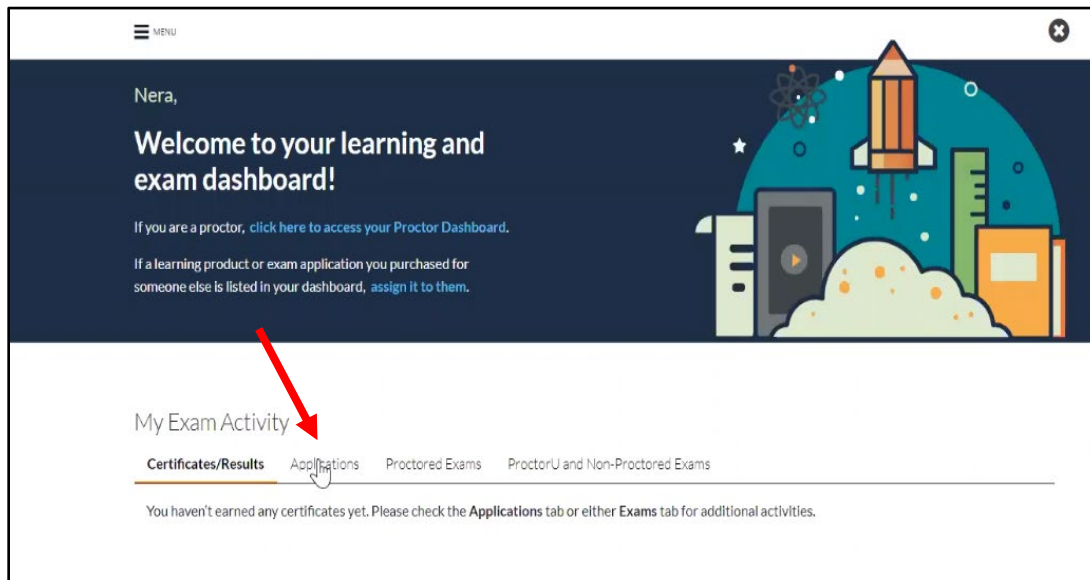
Apply for your Certification:
RECORDING: [APPLYING FOR CERTIFICATION](#)

1. Login, go to “My Account”, scroll to Learning Management on the right-hand column. Under My Certification Applications, select “Start or view your application”.



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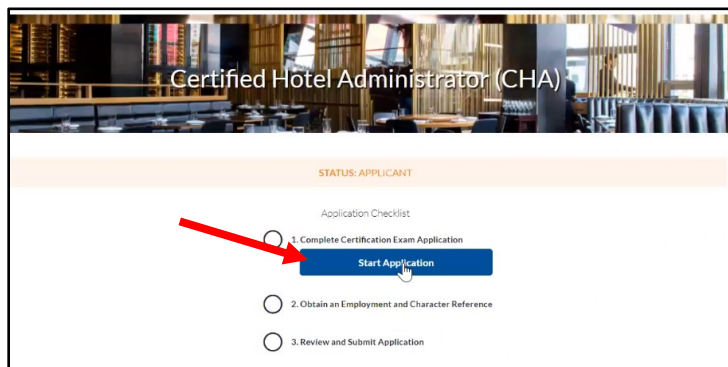
2. A new window will open with your Course and Exam dashboard. Under My Exam Activity, select **“Applications”**:



3. Locate the appropriate application, click **“Launch”**.



4. Select **“Start Application”**.



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5. The following information is requested for your application. Note: If you do not provide all documentation to verify you qualify for the certification, an AHLEI Customer Care Representative will reach out to you asking for additional information delaying your approval. Please include all relevant/required documentation during the initial application submission.

- a. Current Position Title
- b. Current Position Start Date
- c. NRAS Company ID Number (optional)
- d. Company or Institution Name
- e. Company or Institution Address
- f. Primary Job Responsibilities
- g. Resume
- h. LinkedIn Profile URL (optional)
- i. Level of Education
- j. AHLEI Certificate (if applicable)
- k. Employment & Character References

NOTE: Your employment/character references will receive an email to verify the request. You can share this brief recording on how to verify:

Select **“Save Draft & Exit”** if you need additional time to complete the application.

Select **“Save & Send Reference Request”** if you have completed your application and are ready to proceed to the next step.

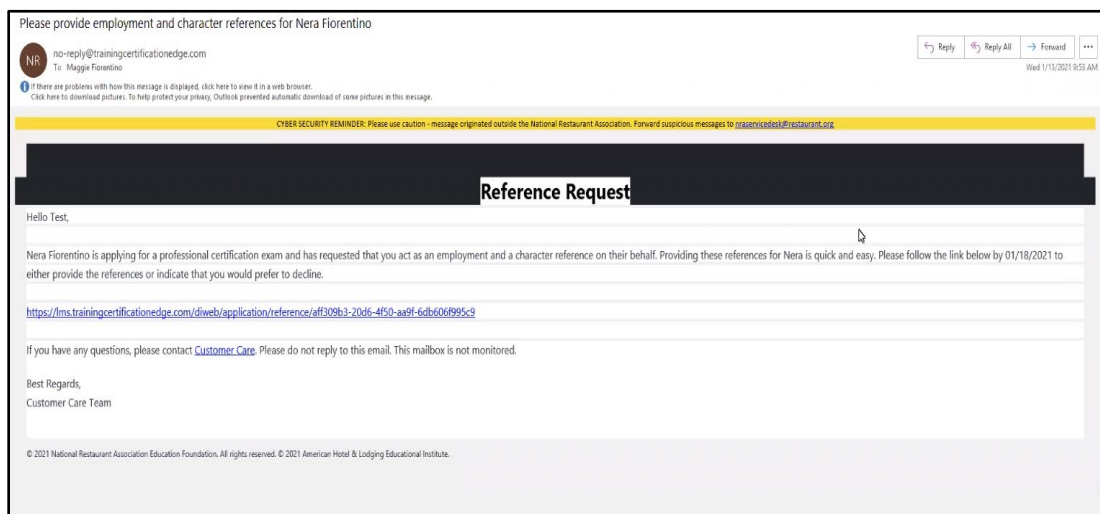
The screenshot shows the AHLEI application form with the following sections:

- Personal Information:** Includes the AHLEI logo and a header image for Certified Hotel Administrator (CHA).
- Employment Information:** Includes a 'Currently Employed?' toggle (Yes/No), 'Current Position Title', and 'Current Position Start Date' fields.
- Education Information:** Includes a 'Level of Education' dropdown menu and an 'AHLEI Certificate (if applicable)' section with a 'Choose File' button.
- Character Reference Information:** Includes a checkbox for 'Use the same contact as employment reference', and fields for 'Character Reference First Name', 'Character Reference Last Name', 'Character Reference Email', and 'Character Reference Phone'.

At the bottom, there are two buttons: 'Save Draft & Exit' (light grey) and 'Save & Send Reference Request' (dark blue). Red arrows point to these buttons from the text above.

6. Your employment/character reference will receive an email asking them to verify your request. They will have an opportunity to decline or approve your request:

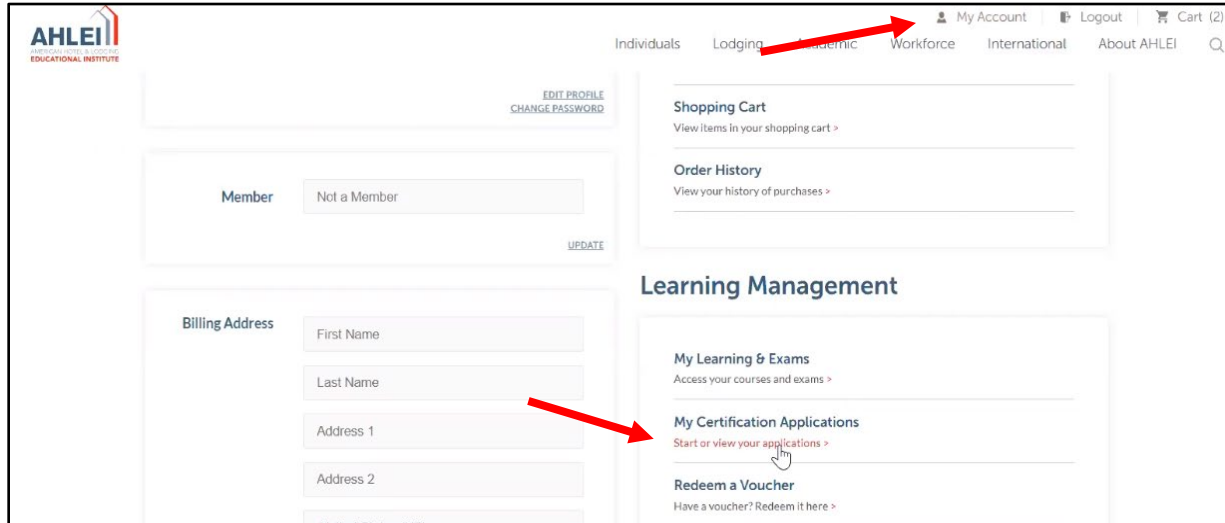
RECORDING: [VERIFYING REFERENCE AND CHARACTER REQUEST](#)



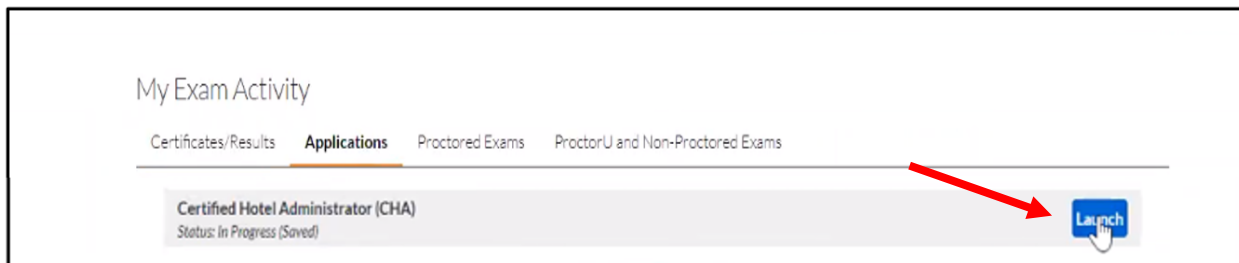
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Submit Your Certification Application: RECORDING: [SUBMITTING APPLICATION](#)

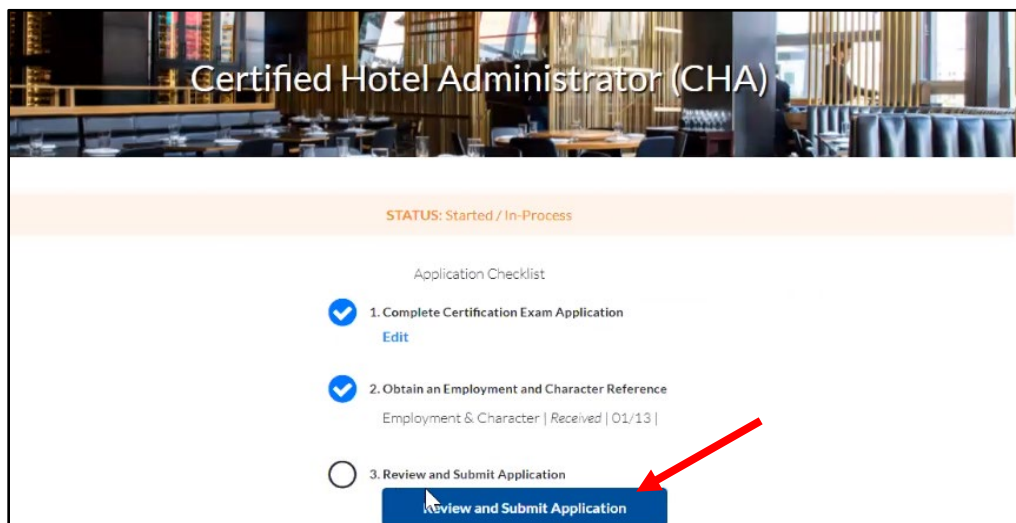
1. You will receive an email when your Employment Reference/Character Reference has been approved. You will now need to review and submit your application. Login to [ahlei.org](#), go to My Account, under My Certification Applications, select **“Start or view your applications”**.



2. Locate your Certification Application under My Exam Activity, Applications, and select **“Launch”**:



3. Select **“Review and Submit your Application”**.



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4. Review your Application, agree to the Terms & Conditions, select “**Submit Application**”.

Please review and accept each of the Examinee Terms & Conditions below before submitting your application.

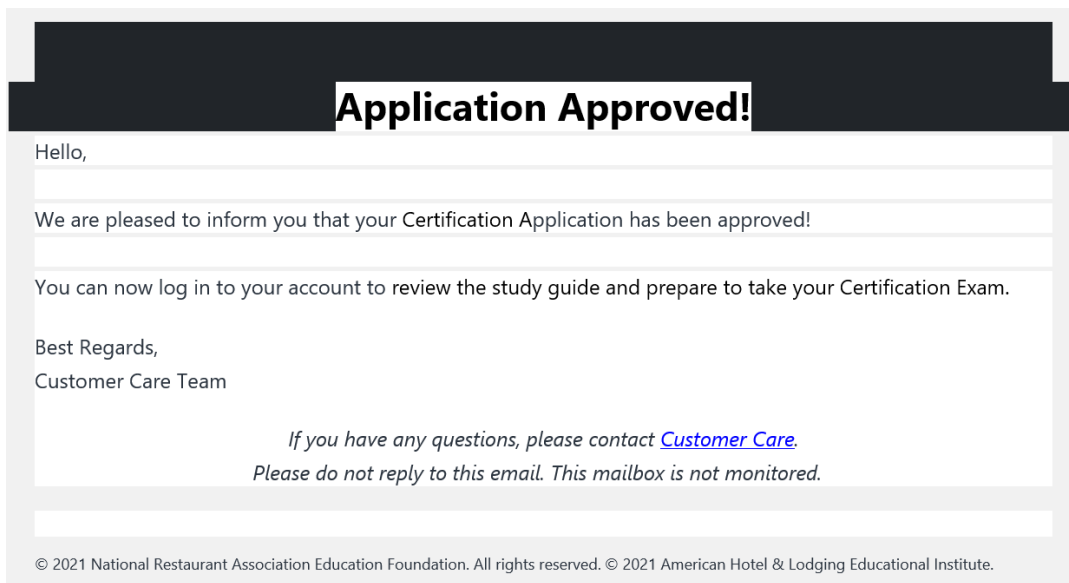
As someone that earns this Certification, understand that expected behaviors are to:

- Work effectively with others from diverse backgrounds.*
- Consistently display strong business and work ethics.*
- Maintain a courteous, conscientious, and professional manner in the workplace.*
- Display responsible behaviors at work.*
- Display the capability to adapt to new, different, or changing requirements.*
- Demonstrate the importance of learning new information for both current and future problem solving and decision-making.*
- Demonstrate a commitment to effective job performance.*

[Submit Application](#)

[Go Back to the Checklist](#)

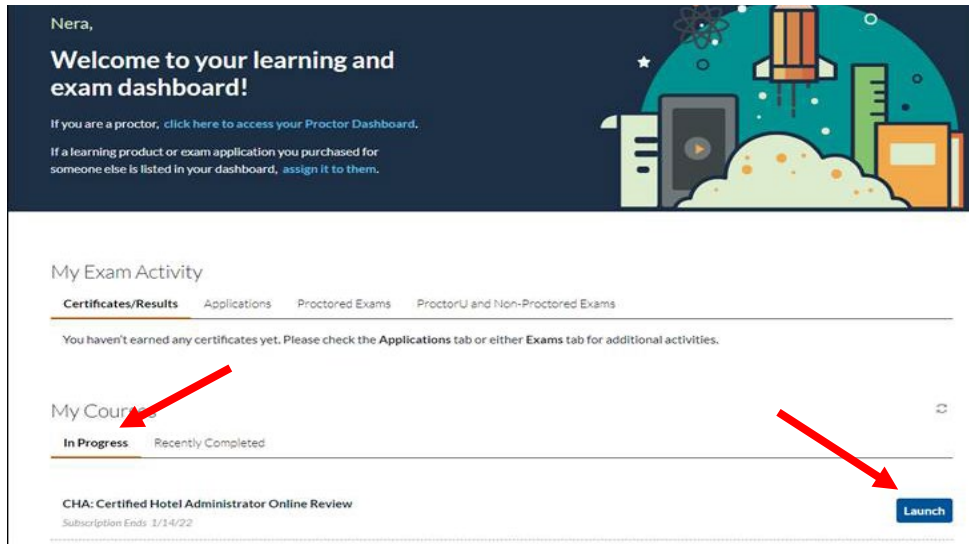
5. You will receive an email if your application has been approved.
- If you have not supplied all necessary documentation to verify you qualify for the certification, an AHLEI Customer Care Representative will reach out to you asking for additional information.
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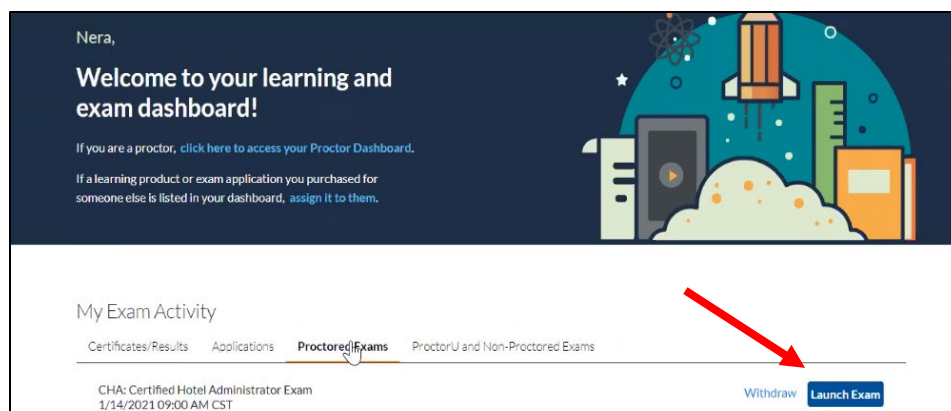
Access your Study Materials (Course or Online Study Guide)

- Login to AHLEI.org and go to **“My Account”**. Click **“Access your courses and exams”** from the My Learning and Exams section under Learning Management.
- Under My Courses, select **“Launch”** to access the study guide or online course.



Take your Certification Exam

- A Registered Proctor must administer your Certification Exam. Your proctor can apply to become a proctor by going to <https://www.ahlei.org/registered-proctor/>
- Your Proctor will schedule the Certification Exam and send you a URL Link to enroll in the exam. Click the link to enroll in your exam session.
- On your exam day, login to AHLEI.org and go to **“My Account”**.
- Click on **“Access your courses and exams”** under My Learning and Exams.
- Under My Exams, Proctored Exams, click **“Launch Exam”** to access your exam.
Note: Your exam will not appear here until you are enrolled in the exam session.



- Your proctor will start the exam. Enter the Proctor Password to access the exam.
- Your exam results will be available when your proctor ends the session and publishes your score.
 - If you pass your exam you will receive a digital certificate under My Certificates/Results. You can download the PDF certificate and print it out.
 - If you fail your exam, you can contact Customer Care to purchase an exam retake.

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