

Certified Guest Service Professional (CGSP®)

Every hospitality student needs to understand the importance of delivering high-quality guest service. That's why AHLEI offers the Certified Guest Service Professional (CGSP), a foundational professional certification focused on guest service, along with two training programs that prepare students for that certification.

Guest Service Gold®: Making Connections and *Guest Service Gold®: Golden Opportunities* each feature seven stories designed to motivate and inspire individuals to 'Go for The Gold' when it comes to providing service that goes above and beyond what is expected. These competencies are the most requested from employers when seeking prospective candidates for hospitality positions.

Both *Guest Service Gold®: Making Connections* and *Guest Service Gold®: Golden Opportunities* student materials are available online or in print and include the certification exam that leads to earning the Certified Guest Service Professional (CGSP®) designation. More than 31,000 people have earned the CGSP, making it AHLEI's most popular certification.

Print instructor resources are available for an additional fee to assist instructors with presenting the program material and certification exam.



MEDIA ASSET



CERTIFICATION



Certified Guest Service Professional

COURSE INTEGRATION

Hospitality Today: An Introduction
 Introduction to Hospitality Courses
 Lodging Operations Courses
 Hospitality Human Resources Courses
 Hospitality Supervision Courses

