



INTERNATIONAL
HOTEL SCHOOL

Five-Star Service Begins with

Gold

OVERVIEW

Today's successful hospitality employee must have effective guest service skills in a competitive market. They must be able to engage and connect with their guests to go above and beyond the call of duty.

The **Certified Guest Service Professional (CGSP®)** designation provides recognition for those individuals that know how to achieve and express exceptional service by engaging with their guests and creating memorable experiences. Recognized worldwide, the **CGSP®** designation is the highest acknowledgment of award-winning guest service for employees in the lodging industry.

Successful candidates will receive a certificate and **CGSP®** gold lapel pin, to be worn on their uniform in recognition of their knowledge and skills in guest service.

PREREQUISITES

To qualify for the **CGSP®** designation individuals must:

- Successfully complete Educational Institute's **Guest Service Gold®** training program.
- Be currently employed in any lodging or hospitality position.
- Successfully pass the 30-question certification exam (available online or paper-based) with a score of 70% or higher.

PROGRAM DETAILS

One day workshop with the exam on the same day, learning material included.

TRAINING MODULES

- Authenticity:** Keep It Real!
- Intuition:** Read the Need!
- Empathy:** Use Your Heart!
- Champion:** Be a Guest Hero!
- Delight:** Provide a Surprise!
- Delivery:** Follow Through!
- Initiative:** Make the Effort!

EXAM

Interested in taking your certification exam online? Our high-quality exams are designed to ensure maximum value to our customers, and each has been rigorously tested before release.



Because **EXCELLENT** guest **SERVICE** is not an expense, **IT'S AN INVESTMENT...**

Guest Service Gold[®] Training Program



Five-star service begins with your employees, and service is more important than ever in a tough, tight, and competitive market. Excellent guest service is not an expense, but an investment. Look beyond the standard guest service training and get recognized for implementing and achieving guest service best practices with **Guest Service Gold[®]**.

Guest Service Gold[®] is a comprehensive program designed to accomplish the goal of creating guest service-oriented front-line employees who know how to engage with their guests to provide memorable guest service.

Core components include **training, employee certification and property certification** and can be implemented by any service oriented business, such as restaurants, transportation companies, attractions, and retail outlets, not just lodging properties. It can also be used in academic settings to provide students with a solid foundation in guest service skills.

Completion of Guest Service Gold[®] can lead to the **Certified Guest Service Professional (CGSP)** designation. Once all line-level employees pass the CGSP, the property or organization can apply for the **Certified Guest Service Property/Partner** 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.

Once all front-line employees who have guest contact pass the Certified Guest Service Professional exam, your property can apply to be recognized as a Certified Guest Service Property.

Successful properties will receive a CGSP certification plaque to display prominently for guests to recognize their commitment to providing exceptional guest service.

The Certified Guest Service Property or Certified Guest Service Partner designation.



CONTACT DETAILS

Durban Mukthar Khaki **Tel:** 031 267 4700 **Fax:** 086 550 8724 **Cell:** 083 409 1786 mukthark@hotelschool.co.za trainingdbn@hotelschool.co.za
Johannesburg Paul Louw **Tel:** 011 804 5533 **Fax:** 011 804 6750 **Cell:** 078 209 1975 paull@hotelschool.co.za trainingjhb@hotelschool.co.za
Cape Town Zayb Moses **Tel:** 021 426 2924 **Fax:** 021 426 4310 **Cell:** 076 143 1903 zaybm@hotelschool.co.za trainingcpt@hotelschool.co.za
Head Office Stuart Blackburn **Tel:** 031 536 6650 **Cell:** 082 493 4671 stuartb@hotelschool.co.za