

Credentials Overview — Title



Credential Options

Cost Details

Certified Guest Services Professional (American Hotel + Lodging Educational Institute)

*recommended

Certified Guest Service Professionals go above and beyond the call of duty to deliver a personal touch to engage and connect with guests and anticipate their needs. The CGSP designation provides recognition for those individuals who know how to deliver exceptional service and create memorable experiences.

Completion Time: **1 week.**

Difficulty Level (Low, Moderate, High, Very High): **Moderate.**

Exam+Preparation:

- \$58.00 (members)
- \$85.00 (non-members)
 - Includes online study resources and exam.

Certified Front Desk Representative (American Hotel + Lodging Educational Institute)

Front desk representatives play a key role in giving guests an excellent experience. The Front Desk Representative certification recognizes that these employees are skilled at the many key tasks they must perform and that they always provide an outstanding experience for guests at the property.

Completion Time: **1-2 months.**

Difficulty Level (Low, Moderate, High, Very High): **Moderate.**

Exam+Preparation:

- \$50.00 (members)
- \$75.00 (non-m)

TIPS (Training for Intervention ProcedureS)

TIPS is a dynamic, skills-based training program designed to prevent intoxication, drunk driving and underage drinking by enhancing the fundamental “people skills” of servers, sellers, and consumers of alcohol. This can be achieved through a TIPS Trainer or through eTIPS, the online training course. Candidates must be 18 in CO.

Completion Time: **2-3 hours.**

Difficulty Level (Low, Moderate, High, Very High): **Low.**

Exam+Preparation:

- \$40.00



Credentials & Coursework — Hospitality Management

Higher Ed Coursework (Year 3)

Course	Description	Approx. Cost*
HOS 110 Intro. to Hospitality	Introduces learners to careers and the organization and structure of the Hospitality Industry including: hotels, restaurants, non-commercial food service, travel and tourism, conventions and meetings, clubs and other food service entities.	\$800
HOS 105 Management for Hospitality	Describes the history, development, and operation of the hospitality industry including careers in the industry, management practices, accounting procedures, destinations and lodging.	\$800
HOS 120 Service Management	Describes the differences between managing and marketing services for hospitality students, or those interested in service industries. The course focuses on understanding, analyzing, and measuring service, especially in the hospitality segment.	\$800
HOS 208 Large Scale Events	Examines large scale events and their specific needs for concerts, conventions, and sporting events.	\$800
HOS 251 Hotel Operations	Studies hotel operations covering such aspects as the hotel organization chart, job analysis and design, managing human resources, production and serving controls, calculating food and beverage costs, and telecommunication systems.	\$800

*Training and Higher Ed Coursework may vary based on the needs of the employer and the trajectory of the apprentice. The above information suggests a sample of what the apprenticeship would entail.