

CLASS NUMBER AND NAME:

HM210 – CERTIFIED GUEST SERVICE PROFESSIONAL

TOTAL HOURS/ UNITS:

25 HOURS/2.5 UNITS

PREREQUISITES:

NONE

TEXTS AND MATERIALS:

Guest Service Gold Training Program, American Hotel and Lodging Association

The Art and Science of the Hotel Concierge, Holly Stiel
Setting the Table, Danny Meyer

CLASS DESCRIPTION:

Today's successful hospitality employee must have effective guest service skills in today's competitive market. They must be able to engage and connect with their guest to go above and beyond the call of duty. The seven segments of guest service: authenticity, intuition, empathy, delight, delivery, initiative and being a champion - will be covered in detail during this class. True stories, immediate implementable tips, and occupational hazards, collected from concierges and service experts from all over the world will be discussed.

CLASS OBJECTIVES:

Students will learn different aspects of the profession of hotel concierge, focusing on the service issues and opportunities that have shaped the concierge profession. Topics include: thinking like a concierge, building and nurturing relationships, the effects of technology on the concierge's role, and the evolution of the concierge phenomenon.

Successful candidates will receive a certificate and CGSP gold lapel pin, that can be worn on their uniform in recognition of their knowledge and skills in guest service. 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 awarding-winning guest service for employees in the lodging industry. Practical information prepares them to put enlightened hospitality tools into action to enhance service and boost business.

CLASS FORMAT OVERVIEW:

This class is a combination of lecture, student participation, and on-line research.

METHOD OF INSTRUCTION:

Class work, research using the internet, field trips and homework will give the student experiential opportunities.

ATTENDANCE:

It is expected that each student will be in class when class begins. Should the student arrive more than five minutes late they should notify the instructor of their presence, it will be up to the instructor to decide if the student has arrived in time to be counted as present- the instructor's decision is final.

80% attendance is mandatory
90% or above is mandatory for those who are in a full program and qualify for the internship

It will be the student's responsibility to learn of any assignments given in class when absent.

ANTICIPATED LEARNING
OUTCOMES:

Upon completing this course, the student will be able to:

1. Describe the seven segments of guest service: authenticity, intuition, empathy, delight, delivery, initiative and being a champion.
2. Describe the history and evolution of the hospitality concierge.
3. Exemplify exceptional guest service thru role play and in-class assignments.
4. Demonstrate on-time performance in regards to class schedule and due dates.
5. Demonstrate various concierge tasks including but not limited to: guest information directory, welcome notes for guests, local restaurant information, thank you notes, use of the copy machine, fax machine and printers.
6. Demonstrate ability to research, confirm and reconfirm services for guests including but not limited to: taxi service, limousine service, air transportation, rail transportation, rental cars, tours and future reservations.
7. Demonstrate the response to dissatisfied guests, emergency and first-aid situations.
8. Describe how to create a great last chapter.

Certified Guest Services Professional—HM210

5-Week	6-Week	3-Week	Topics	Due Dates
Week 1	Week 1	Week 1		
	Week 2			
Week 2	Week 3	Week 2		
Week 3	Week 4			
Week 4	Week 5	Week 3		
Week 5	Week 6			

This tentative schedule may be adjusted by the instructor as needed to meet the learning objectives of the class.