



Guest Service Excellence

Five-star service begins with 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. Move beyond the standard guest service training and get recognized for implementing and achieving guest service best practices. Individual, department, or property training options available.

Cost: \$ 85 with exam includes workbook (yours to keep)

Duration: Four hours

Who participates?

- Job seekers wanting to earn a certification that employers,
- Employees looking to move to the next level through a flexible, cost-effective program,
- Employers looking to increase confidence in their employees skills,
- Students looking for summer education option (no credit).

Prerequisite: None

What you will come away with:

This training will prepare you for the American Hotel and Lodging Certified Guest Service Professional (CGSP®) exam. Individuals who pass the 30-question CGSP® exam with a score of 70% or higher will receive a certificate and CGSP® lapel pin.

[REGISTER today at www. LyndonState.edu/Professional](http://www.LyndonState.edu/Professional)

For additional information, contact Ann Nygard at ann.nygard@lsc.vsc.edu or (802) 626-4867.