



Certified Guest Service Professional (CGSP®) Fact Sheet

Certifying Organization	American Hotel & Lodging Educational Institute (AHLEI) https://www.ahlei.org					
Description of Credentials	The Certified Guest Service Professional is recognized as the foundation roadmap for successful employment as it defines key soft skills necessary for customer service, particularly in the hospitality industry. Employers have clearly defined expectations of candidates for employment to master the skills presented in the curriculum provided by AHLEI.					
Entry-Level Annual Salaries	\$20,000 - \$30,000					
Industry-Based Certification Requirements: Students						
Standard / Curriculum	Students must complete the Guest Service Gold® training program and pass the end-of-course certification exam.					
Testing Methodology <i>(consists of two tests)</i>	Paper?	Yes	Online – Cognitive portion	Yes	Performance Exams / Tests? Psychomotor portion	No
Re-Testing (if available)	Re-Testing Procedures	Retake exams may be ordered per student.			Max Attempts	No limit.
Testing Details (including any age requirements / accommodations)	The Certified Guest Service Professional exam is 30 questions, multiple choice. The exam documents are packaged with the training resources. For face-to-face training, the official exam scansheet is wrapped with the student workbook. For online training, the exam is imbedded into the online module and is available online once the training is completed.					
Industry-Based Certification Requirements: Teachers						
Instructor Certification Requirements (by certifying agency)	Instructors may take Guest Service Gold® and CGSP® exam in an online, independent learning module.					
Proctoring / Test Security (if any)	The test is administered online on AHLEI's secure portal and is available for the instructor to take upon purchase of Guest Service Gold® program access.					
Certification Tracking						
Credentialing Documentation	Successful candidates receive an industry credential certificate and a CFDR lapel pin.					
Certification Tracking System	Online Tracking System?	Yes	Details	AHLEI maintains all student records internally; official grade reports are provided in print to the proctor/instructor as each exam roster is submitted for grading.		
Other Details				Expiration? Timeline?	N/A	
Certification Costs / Funding Sources						



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Cost Details	The certification cost is rolled into the curriculum material. The material is offered at a discounted price for high school students and is \$35/student for paper-based and \$47/student for online. There is no additional exam or processing fee except for the retake as listed below. For Resource Materials, contact sales@ahlei.org or call 888-367-6211
Re-test / Refund Policies	A retake option is available for \$15. There is no refund policy through AHLEI.
For More Information	
Certifying Agency Contact Info	American Hotel & Lodging Educational Institute (AHLEI) https://www.ahlei.org Laura Phelps, Global Academic Sales Department 1-800-344-4381