



Certified Guest Service Gold® Class Schedule **Monday, March 27, 2023**

**Classroom Training: Sonesta Denver Downtown, 1450 Glenarm Place,
Denver, CO 80202 Tel: (303) 573-1450**

Meeting Time: Monday, March 27, 2023, from 9:30 a.m. to 4:00 p.m.

<i>Class Meeting Dates:</i>	<i>Module Content:</i>
<p><i>One Full Day Training:</i> Monday March 27, 2023 9:30 a.m. to 4:00 p.m.*</p>	<p>Course Delivery:</p> <ul style="list-style-type: none"> • Overview and Introductions • Presentation of the seven key elements of Guest Service Gold® • Introduction of the abundant opportunities available for career growth and professional development within the exciting field of hotel & lodging management • Interactive discussion of guest service best practices • Review session of the key elements prior to taking the exam • Students to take the Certified Guest Service Gold Professional® exam. <p>*Note: Students may leave as they complete the exam.</p>

Registrants are on their own for lunch and parking. Complimentary break beverages will be provided.

Trainer Contact Information: Kimberly A. Tranter, MBA, CHE, CHIA-AI, Founding Managing Director of CHLA University and Associate Professor, The College of Professional Studies, Johnson & Wales University.

Email: kim@chla.com Cell: (720) 369-8709 or Voice Mail Center (303) 346-4478

Please call or email Kim with any questions.

Please Register by 6 p.m. on THURSDAY, March 23 by visiting www.chla.com → Click on Events → Click on Calendar → Click on the course starting date – March 27, 2023.



Colorado Hotel & Lodging Association: 1700 California Street, Suite L-1061, Denver, CO 80202
Ph: (303) 297-8335 Website: coloradolodging.com.