

Guest Service Gold® Training: Laying the Foundation for Your Personal Hospitality Career Path



Guest Service Gold® provides hospitality professionals with the confidence to engage guests and determine their needs during their stay. You play a tremendously important role in creating their overall guest experience. That experience is shaped from the moment a guest arrives at your property until the time that guest departs to return home. Every single interaction that you have with a guest leaves an impression.

Your personal knowledge, skills, and ability to make each guest feel welcomed and appreciated are invaluable to both your property and to your own professional career development. A positive experience will lead guests to remember and share their experiences online, enticing others to book a stay at your property. The Guest Service Gold® Golden Opportunities program features actual stories of award-winning service designed to motivate and inspire you to go for the gold and provide exceptional service to your guests.

The program focuses on the seven key elements required to consistently deliver the very highest levels of guest service on an ongoing basis: personalization, passion, commitment, knowledge, inclusion, personality, and recovery. Providing guest service that goes above and beyond guests' expectations will result in memorable experiences that are sure to be shared. The goal of this course is to instill the desire to always provide the best service possible to each guest we encounter. Successful completion of the course and passing of the certification exam leads to the designation of Certified Guest Service Professional®, a lifelong professional certification. Recognized worldwide, the CGSP® designation is the highest acknowledgement of award-winning guest service for employees in the lodging industry.

In addition to the delivery of the certification program above, attendees will be given opportunities to share and discuss best practices in an engaging group setting. An overview of the abundant and exciting career paths in the hotel and lodging industry will also be provided. This is designed to encourage participants to envision and start to design their own personalized path of professional development. Guest Service Gold® paves the first step in that foundation.

For more information, please contact:

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