



Certified Guest Service Gold® Class Schedule

Friday, May 5, 2023

Classroom Training: Sheraton Denver Downtown Hotel, 1550 Court Place, Denver, CO 80202 Tel: (303) 893-3333

Meeting Time: Friday, May 5, 2023, from 9:30 a.m. to 4:00 p.m.

<i>Class Meeting Dates:</i>	<i>Module Content:</i>
<p>One Full Day Training: Friday May 5, 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 Wednesday, May 3 by visiting www.chla.com → Click on Events → Click on Calendar → Click on the course starting date – May 5.



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 Tel: (303) 297-8335 www.chla.com