Organization of American States
American Hotel & Lodging Educational Institute
Alliance

CUAUHTEMOC (C.C.) NOVELLO
VICE PRESIDENT OF THE AMERICAS
MARCH 21ST OF 2018
American Hotel & Lodging Association (AH&LA)

- Headquartered in Washington DC
- Provides focused advocacy, communications support, and educational resources for lodging industry
- Serving the hospitality industry for more than 100 years
- Representing 2.2 million Hotel rooms with over 16,000 member properties

American Hotel & Lodging Educational Institute (AHLEI)

- Founded in 1953; the non-profit education and training arm of AH&LA
- Offices in Florida, Michigan, India and China
- Preeminent leader in hospitality certification
- Over 2,000 Universities and 18,000 Hotels in 100 plus countries
- More than 100 products in a variety of training media (online, video, print, distance learning, mobile applications)
- Product development in conjunction with direct industry input
Our mission:

To be the premier source for quality hospitality education, training, and professional certification, serving the needs and advancing the excellence of hospitality schools and industries worldwide.

Providing the best resources in our industry for Learning | Training | Certification
Purpose of our Alliance

The American Hotel & Lodging Educational Institute has signed a Memorandum of Understanding with the General Secretariat of the Organization of American States through its Executive Secretariat for Integral Development to **provide training opportunities** that will improve service quality for tourism enterprises **throughout the Americas.**
Organization of American States tourism enterprises members will receive a 20 percent discount of the regular price of several American Hotel & Lodging Educational Institute training and certification programs.
Preferential pricing

We developed a landing page in English and Spanish at

https://ahlei.org/oas/

Where OAS members that can login and ordered online
using the offer code OAS20 to redeem 20% discount on
of regular price on several AHLEI training and
certification programs
Organization of American States

The American Hotel & Lodging Educational Institute (AHLEI) has signed a Memorandum of Understanding with the General Secretariat of the Organization of American States (OAS) through its Executive Secretariat for Integral Development to provide training opportunities that will improve service quality for small and medium-sized tourism enterprises throughout the Americas.

OAS members that are small and medium-sized tourism enterprises (SMEs) receive a 20 percent discount on the non-member price of several AHLEI training and certification products. These can be ordered online using the offer code OAS20.

To get started:

- Login or create a new account by selecting "Login/Register" at the upper right hand corner of this page.
- Once you have logged in to your account, add desired items to the shopping cart or apply for the desired certification(s) using the coupon/brochure code "OAS20" to receive discounted pricing.
  - When viewing your shopping cart on the My Cart select the "Apply Coupon" button located in the lower right corner next to the Checkout button, to add the above code.
  - When completing an online certification application enter the above code in the "Brochure Code" field located at the bottom of the application.

The START (Skills, Tasks, and Results Training) programs present concise instructions for training new or prospective employees on how to perform key tasks correctly, along with the general hospitality knowledge, and soft skills needed in the hospitality industry. The training prepares employees for the respective certification for that position; the certification exam is included with the online training package. Several front-line positions are included in the START series.

With the support of

OAS More rights for more people

START: Breakfast Attendant

The Certified Breakfast Attendant (CBA) offers flexible and concise instructions on how to perform key tasks, along with the general hospitality knowledge and soft skills needed to succeed as a breakfast attendant at a lodging property.

The knowledge and skills gained by completing the START (Skills, Tasks, and Results Training) for Breakfast Attendant will prepare you for the CBA exam. Learn More about the CBA credential or Order Now.

Cost: $60.00

(Price dependent on use of brochure Code OAS20 during checkout)
La Organización de los Estados Americanos

Haga clic aquí para ver esta página en español

La American Hotel & Lodging Educational Institute (AHLEI) ha firmado un memorándum de mutuo acuerdo con la Secretaría General de la Organización de los Estados Americanos (OAS por sus siglas en inglés) por medio de su Secretaria Ejecutiva para el Desarrollo Integral para ofrecer oportunidades de entrenamiento que mejoren la calidad del servicio en empresas de turismo pequeñas y medianas en todo Estados Unidos.

Los miembros de la OAS que son empresas de turismo pequeñas y medianas (SMEs por sus siglas en inglés) recibirán un 20 por ciento de descuento en varios productos de entrenamiento y certificación que ofrece AHLEI. Estos productos se pueden ordenar en línea usando el código de descuento OAS20.

Para empezar:

- Inicie una sesión o cree una nueva cuenta seleccionando "Login/Register" en la esquina superior derecha de esta página
- Una vez que haya ingresado a su cuenta, añada los artículos deseados al carrito de compras o solicite la(s) certificación(es) que desee utilizando el código de cupón/sorteo "OAS20 " para obtener el descuento en el precio
  - Al revisar su carrito de compras en la sección My Cart seleccione el botón "Apply Coupon" que se encuentra en la esquina inferior derecha, junto al botón "Checkout", para agregar el código de más arriba
  - Cuando complete una aplicación de certificación en línea, ingrese el código anterior en el campo "Brochure Code " ubicado en la parte de abajo de la aplicación.

Los programas START (Skills, Tasks, and Results Training) (destrezas, tareas y entrenamiento con resultados) presentan instrucciones concretas para entrenar a empleados nuevos o potenciales para que puedan realizar correctamente las tareas clave, también obtienen los conocimientos generales de hospitalidad y las habilidades interpersonales necesarias en la industria hospitalaria. El entrenamiento prepara a los empleados para la certificación respectiva para esa posición: el examen de certificación se incluye en el paquete de entrenamiento en línea. En la serie START se incluyen varias posiciones que tienen interacción con el cliente.

Assistencia técnica OEA Más derechos para más gente

START: Asistente de Desayuno

La posición de Asistente de Desayuno Certificado (CBA por sus siglas en inglés) ofrece instrucciones flexibles y concretas sobre cómo realizar las tareas clave, así como el conocimiento general referente a la hospitalidad y las habilidades interpersonales necesarias para tener éxito como asistente de desayuno en un establecimiento de alojamiento.

El conocimiento y las destrezas que obtendrá al completar el entrenamiento START (Skills, Tasks, and Results Training) para el Encargado de Desayuno le prepararán para el examen de CBA. Obtenga más
Training and Education + Industry-recognized Certifications* = EMPLOYABILITY IN HOSPITALITY

*Supported by the largest network of worldwide hospitality professionals.
# Industry Recognized Certifications: Career Pathway

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<th>Food &amp; Beverage</th>
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<td>CHA®</td>
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<td>Department Head</td>
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<td>CFB® Certified Food and Beverage Executive</td>
<td>CHHE® Certified Hospitality Housekeeping Executive</td>
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<td>CLSD® Certified Lodging Security Director</td>
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<td>Managerial</td>
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<td>Supervisor</td>
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<td>CLSS® Certified Lodging Security Supervisor</td>
<td>CHDT® Certified Hospitality Department Trainer</td>
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<td>Line</td>
<td>Certified Front Desk Representative</td>
<td>Certified Restaurant Server</td>
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<td>Certified Maintenance Employee</td>
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<td>Specialty</td>
<td>CMHS Certified Master Hotel Supplier</td>
<td>CHE® Certified Hospitality Educator</td>
<td>CHI Certified Hospitality Instructor</td>
<td>CSS Certified Spa Supervisor</td>
<td>CHTMP Certified Hospitality &amp; Tourism Management Professional</td>
<td>CHIA Certification in Hotel Industry Analytics</td>
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AHLEI/OAS Selected Products

• START (Skills, Tasks, and Results Training) programs
  – START: Front Desk Representative
  – START: Guestroom Attendant
  – START: Kitchen Cook
  – START: Restaurant Server

• Supervisory Skill Builders and Certified Hospitality Supervisor (CHS®)

• Guest Service Gold®: Golden Opportunities with Certified Guest Service Professional (CGSP®)
The START (Skills, Tasks, and Results Training) programs present concise instructions for training new or prospective employees on how to perform key tasks correctly, along with the general hospitality knowledge, and soft skills needed in the hospitality industry. The training prepares employees for the respective certification for that position.
Get a solid START to a career in Hospitality

Certified Front Desk Representative
Certified Guestroom Attendant
Certified Maintenance Employee
Certified Restaurant Server
Certified Breakfast Attendant
Certified Kitchen Cook

New!
Delivery Mode: Face-to-Face or Online

Group Training (instructor lead)

- START: Skills, Tasks, and Results Training
- Kitchen Cook Study Guide

Individual Training (online)

- English
- Spanish
- Mandarin
The Supervisory Skill Builders Online Program provides an entertaining approach to building supervisory skills through a series of nine modules. These modules are loaded with need to know information on how supervisors should carry out their responsibilities to management as well as employees.
Achieve a new standard of exceptional service based on emotionally engaging with guests in memorable ways.
Guest Service Gold®
Employee Certification

- Employee who completes the Guest Service Gold® Training Program is eligible to become a Certified Guest Service Professional (CGSP®).
- Passing score: 70% or higher.
Guest Service Gold®: Tourism

1. Recovery: Turn it Around!
2. Personalization: Provide an Individualized Experience!
3. Knowledge: Be in the Know!
4. Passion: Inspire Others!
5. Commitment: Be All In!
6. Inclusion: Include Everyone!
7. Personality: Be Yourself!

Guest Service Gold®
Tourism

AHLEI.ORG/GUESTSERVICEGOLD

EDUCATE \ DEVELOP \ CERTIFY
THANK YOU