

CLASS NUMBER AND NAME:	<b>HMN210 – CERTIFIED GUEST SERVICE PROFESSIONAL</b>
TOTAL HOURS/ UNITS:	24 HOURS/2 UNITS
PREREQUISITES:	NONE
TEXTS AND MATERIALS:	<i>Guest Service Gold Training Program, American Hotel and Lodging Association</i> (ISBN 9780866124218) <i>Setting the Table, Danny Meyer</i> (ISBN 978-0-06-0742768)
CLASS DESCRIPTION:	Today's successful hospitality employee must have effective guest service skills in today's competitive market. They must be able to engage and connect with their guest to go above and beyond the call of duty. The seven segments of guest service: authenticity, intuition, empathy, delight, delivery, initiative and being a champion - will be covered in detail during this class. True stories, immediate implementable tips, and occupational hazards, collected from concierges and service experts from all over the world will be discussed.
CLASS OBJECTIVES:	<p>Students will learn different aspects of the profession of hotel concierge, focusing on the service issues and opportunities that have shaped the concierge profession. Topics include: thinking like a concierge, building and nurturing relationships, the effects of technology on the concierge's role, and the evolution of the concierge phenomenon.</p> <p>Successful candidates will receive a certificate and CGSP gold lapel pin, that can be worn on their uniform in recognition of their knowledge and skills in guest service. The Certified Guest Service Professional (CGSP) designation provides recognition for those individuals that know how to achieve and express exceptional service by engaging with their guests and creating memorable experiences. Recognized worldwide, the CGSP designation is the highest acknowledgment of awarding-winning guest service for employees in the lodging industry.</p> <p>Practical information prepares them to put enlightened hospitality tools into action to enhance service and boost business.</p>
CLASS FORMAT OVERVIEW:	This class is a combination of lecture, student participation, and on-line research.
REQUIREMENTS:	Time spent in preparation for or reflection on course lecture will approximate two hours outside of class for each lecture credit hour utilized by the instructor in delivery of the material and ¼ hour outside of class for each hour of structured lab time.

METHOD OF INSTRUCTION: Class work, research using the internet, field trips and homework will give the student experiential opportunities.

ATTENDANCE: It is expected that each student will be in class when class begins. Should the student arrive more than five minutes late they should notify the instructor of their presence, it will be up to the instructor to decide if the student has arrived in time to be counted as present- the instructor's decision is final.

**80% attendance is mandatory**  
**90% or above is mandatory for those who are in a full program and qualify for the internship**

It will be the student's responsibility to learn of any assignments given in class when absent.

TESTING: Student must successfully pass the 30-question certification exam with a score of 80% or higher to earn The Certified Guest Service Professional (CGSP) designation **and** successfully complete a comprehensive final examination with a score of 80% to pass the course. All reading assignments and exercises must be satisfactorily completed with an overall passing grade of 70% or better in order to pass the course.

LATE TESTING: There will be no opportunity to make-up any missed assignments. A late test will result in a 10% penalty (tests start with a B). If student fails the certification exam, the student will need to retake the class. All retakes and tests must be rescheduled with the instructor in a timely manner.

GRADING POLICIES: Complete all assignments with at least 70% accuracy.

The students will participate in a minimum of 90% of in-class group assignments.

The final grade is computed on:

- |                                 |     |
|---------------------------------|-----|
| 1. Final exam                   | 80% |
| 2. Assignments                  | 10% |
| 3. Attendance and participation | 10% |

90-100%	A
80-89%	B
70-79%	C
60-69%	D
0-59%	F

ANTICIPATED LEARNING  
OUTCOMES:

Upon completing this course, the student will be able to:

1. Describe the seven segments of guest service: authenticity, intuition, empathy, delight, delivery, initiative and being a champion.
2. Describe the history and evolution of the hospitality concierge.
3. Exemplify exceptional guest service thru role play and in-class assignments.
4. Demonstrate on-time performance in regards to class schedule and due dates.
5. Demonstrate various concierge tasks including but not limited to: guest information directory, welcome notes for guests, local restaurant information, thank you notes, use of the copy machine, fax machine and printers.
6. Demonstrate ability to research, confirm and reconfirm services for guests including but not limited to: taxi service, limousine service, air transportation, rail transportation, rental cars, tours and future reservations.
7. Demonstrate the response to dissatisfied guests, emergency and first-aid situations.
8. Describe how to create a great last chapter.

**Tourism, Hospitality and Wine**  
 Certified Guest Service Professional class schedule  
 Please note, this is just a suggested class schedule.

Week	Reading Chapters & Books	Internet	Class discussions	Homework
One	STT Chapters: 1, 2, GSG	<a href="http://www.hotelnewsnow.com">www.hotelnewsnow.com</a> <a href="http://www.lcdusa.org">www.lcdusa.org</a>	The First Course In Business Guest Service Gold dvd	Reading STT Chapters: 1, 2 GSG
Two	STT Chapters: 3, 4, 5, 6 GSG	<a href="http://www.hotelnewsnow.com">www.hotelnewsnow.com</a> <a href="http://www.lcdusa.org">www.lcdusa.org</a>	Restaurant Take Root Turning Over Rocks Who Ever Wrote the Rule No Turning Back Guest Service Gold dvd Spirit, Characteristics, Philosophy Joys, Challenges & What to Expect	Reading STT Chapters: 3, 4, 5, 6 GSG
Three	STT Chapters: 7, 8, 9 GSG	<a href="http://www.hotelnewsnow.com">www.hotelnewsnow.com</a> <a href="http://www.lcdusa.org">www.lcdusa.org</a>	51% Solution Broadcasting the Message Constant, Gentle Pressure Guest Service Gold dvd Building & Nurturing Relationships Routine Requests Working with Restaurants Technology	Reading STT Chapters: 7, 8, 9 GSG
Four	STT Chapters: 10, 11, 12, 13	<a href="http://www.hotelnewsnow.com">www.hotelnewsnow.com</a> <a href="http://www.lcdusa.org">www.lcdusa.org</a>	Creating a Great Last Chapter Enlightened Hospitality Guest Service Gold dvd Netiquette Organizing, Time Management Complaints to Compliments Stress Management Grooming	Reading STT Chapters: 10, 11, 12, 13
Five		<a href="http://www.hotelnewsnow.com">www.hotelnewsnow.com</a> <a href="http://www.lcdusa.org">www.lcdusa.org</a>	Les Clefs d'Or Managing the Concierge	Reading Current articles
Six	Current articles		Final Exam	Current articles

Guest speakers and/or site inspections will be scheduled based on availability and class schedule will be adjusted accordingly. **STT = Setting the Table by Danny Meyer** **GSG = Guest Service Gold**