

CLASS NUMBER AND NAME:	HMN210 – CERTIFIED GUEST SERVICE PROFESSIONAL
TOTAL HOURS/UNITS:	24 HOURS/2 UNITS
PREREQUISITES:	GBN132C, Administration: Project Management
TEXTS AND MATERIALS:	Sonoma County Tourism Ambassadors Reference Materials
CLASS DESCRIPTION:	Successful employees 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. These segments of guest services will be covered during this class.
CLASS OBJECTIVES:	<p>Successful candidates will receive a Sonoma County Tourism Ambassador certification.</p> <p>Practical information prepares them to put enlightened tools into action to enhance service and boost business in Sonoma County.</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:	<p>It is expected that each student will be in class <u>when class begins</u>. Should the student arrive more than <u>five minutes late</u> 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.</p> <p><u>80% attendance is mandatory</u></p> <p>It will be the student's responsibility to learn of any assignments given in class when absent.</p>

TESTING: Student must successfully pass the Sonoma County Tourism Ambassadors Certification.

LATE TESTING: There will be no opportunity to make-up any missed assignments. If a student fails the exam, the student will need to retake the class.

GRADING POLICIES: The final grade is computed on:

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| 1. Assignments | 75% |
| 2. Attendance and participation | 25% |

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. Exemplify exceptional guest service thru role play and in-class assignments.
3. Demonstrate on-time performance in regards to class schedule and due dates.
4. 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.
5. Demonstrate the response to dissatisfied guests, emergency and first-aid situations.
6. Describe how to create a great last chapter.

Certified Guest Service Professional Class Schedule

Please note, this is just a suggested class schedule. Guest speakers and/or site inspections may be scheduled based on availability and class schedule will be adjusted accordingly.

Week	Reading Chapters & Books	Homework
One	<i>Sonoma County Tourism Ambassadors</i>	Tourism Ambassador Modules Current Articles
Two	<i>Sonoma County Tourism Ambassadors</i>	Tourism Ambassador Modules Current Articles
Three	<i>Sonoma County Tourism Ambassadors</i>	Tourism Ambassador Modules Current Articles
Four	<i>Sonoma County Tourism Ambassadors</i>	Tourism Ambassador Modules Current Articles
Five	<i>Sonoma County Tourism Ambassadors</i>	Tourism Ambassador Modules Current Articles
Six	Current articles	Tourism Ambassador Modules Current Articles