



Earn positive online reviews!



Build repeat business!



AHLEI's best-selling hospitality training program has been expanded to address the guest service needs of tourism businesses, so all employees can deliver superior service that keeps guests raving about your destination.

"Outstanding customer service can transform a guest's ordinary experience into a treasured memory."

-Todd Davidson,
CEO, Travel Oregon

Guest Service *Gold*[®]
Tourism

AHLEI
AMERICAN HOTEL & LODGING
EDUCATIONAL INSTITUTE

Inspire your staff with **Guest Service Gold[®]** Tourism



Product Details	Benefit	Description	Price
<p>Available as an online course or in a print version designed to be delivered in a group session, Guest Service Gold[®] Tourism demonstrates how employees can use seven guest service traits to connect with guests on a personal, empathetic level. Featured topics are:</p> <ul style="list-style-type: none"> • Recovery: Turn it Around • Personalization: Provide an Individualized Experience • Knowledge: Be in the Know • Passion: Inspire Others • Commitment: Be All In • Inclusion: Include Everyone • Personality: Be Yourself 	<p>70% of travelers consult up to 20 reviews when planning a trip, so tourism businesses must deliver experiences that generate positive reviews. And what leads to a five-star review? According to a survey of top-rated venues, 72% of five-star ratings cited GREAT SERVICE.</p> <p>The ability of a destination to attract—and keep—visitors depends on the reputation of every individual tourism business in that area. This program creates a consistent guest service language and platform for all employees at all tourism venues.</p>	<p>Instructor Kit* 06515DVP01ENGE (with DVD) 06515IGP01ENGE (with USB)</p>	<p>Non member \$235.95 AHLA member \$188.95</p>
		<p>Participant Workbook Print Package w/ CGSP[®] exam 06515SGP01ENGE 06515SGP01SPGE (Spanish)</p>	<p>Non member \$85.00 AHLA member \$58.00</p>
		<p>Guest Service Gold[®] Online with CGSP[®] exam 06515WBP01ENGE 06515WBP01SPGE (Spanish)</p>	<p>Non member \$85.00 AHLA member \$58.00</p>
		<p>Training includes exam for individuals to earn the Certified Guest Service Professional (CGSP) credential.</p> <p><i>*Instructor's Kit includes Trainer's Guide (English) and bilingual DVD or USB (English/Spanish)</i></p>	

Establishments that train and certify all guest-facing employees are eligible for the Certified Guest Service Property designation.

For additional information, contact sales@ahlei.org or 1 800 349 0299 or +1 407 999 8100

