

Hospitality Field

Whether you would like to work in Guest Services in the hospitality industry or already work at the front desk and want to move up to a supervisory level, this course is for you!

The Lodging Guest Service Career Path is designed to prepare you for a national certification as a Professional Guest Service Agent from the American Hotel & Lodging Educational Institute, which will help you land a job or move up at your current one.

The class includes online and classroom instruction, guest speakers, field trips, training videos, exercises, and activities to round out the training experience. At the end of the class you can take the certification exam and earn a credential that will follow you wherever you go.

Coming Soon!

Additional online courses will be uploaded throughout the year in a number of career fields, so watch for updates on the Career Campus website at gwcareercampus.com.



Lodging Guest Service Career Path

Color Key: ■ Online Course ■ Onsite Class ■ Optional Certification (fees paid by student)

PATH PREREQUISITES

Computer Foundation *

- Windows Navigation (FREE) *
- Keyboarding Skills (30 WPM)
- Computer Fundamentals (FREE) *
- Internet Fundamentals (FREE) *
- Northstar Computer Basics Certification
- Northstar Internet Basics Certification
- Northstar Email & Social Media Certification
- Northstar Digital Literacy Certification
- Northstar Windows 10 Certification

ONLINE CERTIFICATION PATH

Guest Service Courses

- Professionalism (Module 1)
- Safety & Security (Module 2)
- Guest Services Overview (Module 3)
- Arrival & Departure (Module 4)
- ALHEI Front Desk Representative Certification

ONSITE CERTIFICATION PATHS

Guest Service Courses & Classes *

- Professionalism (Module 1)
- General Policies (Class 1)
- Attitude & Personal Appearance (Class 2)
- Safety & Security (Module 2)
- Employee Safety & Guest Safety Class 3
- Emergencies & ADA Awareness (Class 4)
- Guest Services Overview (Module 3)
- Quality Guest Service & Phone Skills (Class 5)
- Front Desk Representative (Class 6)
- Arrival & Departure (Module 4)
- Property Overview & Hotel Terms (Class 7)
- Check-In & Occupancy & Check-Out (Class 8)
- ALHEI Front Desk Representative Certification

Guest Service Gold

- Guest Service Gold
- Guest Service Gold Certification

- * Also available as a class!
- * Classes are recommended but not required



All Goodwill Career Campus labs are wheelchair accessible