



注册饭店督导师（CHS）

The **Certified Hospitality Supervisor (CHS®)** is the most prestigious certification available to a hospitality supervisor. It is part of an elite group of hospitality professionals who by combining education and experience with dedication to the industry have achieved a high level of expertise.

The **CHS®** designation provides recognition for these skills. Recognized worldwide, the **CHS®** designation is the lodging industry's highest acknowledgment of professionalism for supervisors in the hospitality industry.

Prerequisites: 取证条件

Because individual backgrounds vary widely in the hospitality industry, applicants may pursue the **CHS®** designation through one of three options: Plan A emphasizes an education background; Plan B emphasizes industry experience; and Plan C emphasizes early entry. All plans require documented evidence of experience and successful completion of a comprehensive examination.

Plan A Eligibility -- Education Emphasis 受教育程度

- At least a 2-year degree from an accredited institution OR successful completion of the Educational Institute's Supervisory Skill Builders series or Supervision in the Hospitality Industry course.
- Current full-time employment in a **CHS®** qualifying position* with at least three months of full-time experience in one or more such positions.

Plan B Eligibility -- Experience Emphasis 工作经验

- Current employment in a **CHS®** qualifying position* with at least six months of full-time experience in one or more such positions.

Plan C Eligibility -- Early Entry 现有职位取证

Through Plan C you can begin working on your **CHS®** designation and demonstrating your commitment to professional development prior to obtaining a qualifying position. If you are not currently in a qualifying position at the time of submitting the application, you will have six months from the time you pass the **CHS®** exam to obtain full-time employment as a qualified supervisor* in the hospitality industry and to have held one or more such positions for a minimum of six months (or three months if you qualify under Plan A - Education Emphasis). Plan C does not have an education requirement, but a degree will reduce the length of time you are required to spend in a qualifying position.



Plan C enables you to take the CHS® certification test up to three times so you can gauge your progress and knowledge against an industry proven standard. You no longer need to wait to see if you meet the benchmark of industry quality. You can prove it, and pursue a strong professional development regimen.

A Plan C candidate who is in a qualifying position:

- May sit for the examination BEFORE meeting the experience requirement.
- May take the examination up to 3 times.
- May sit for the examination while in the process of completing a degree.
- Will be required to submit documentation of employment at the time the experience requirement is met.

*A qualifying supervisor is a person who supervises two or more individuals; has job duties that are at least 20 percent supervisory in nature and include such tasks as scheduling, training, interviewing, disciplining, inspecting, and conducting performance reviews; makes decisions and judgment calls while performing daily duties; and has input on hiring and firing decisions within a department.

Exam: 考试

Interested in taking your certification exam online? Our high-quality exams are designed to ensure maximum value to our customers, and each has been rigorously tested before release. The Educational Institute offers select certifications exams online.

A proctor* may be a CHA®, CHS®, a hospitality educator, an AH&LA member association/federation executive, your immediate supervisor or a member of the clergy.

*Please keep in mind that your designated proctor cannot be a relative.

The CHS® exam consists of 100 multiple-choice questions that must be answered within a two hour time period. All test questions are designed to test the candidate's mastery of various competencies derived from nine key areas of knowledge in combination with on-the-job hospitality work experience. The key areas of testing are:

- Supervision
- Leadership
- Time Management
- Effective Communication
- Problem Solving and Conflict Resolution
- Orientation and Training
- Motivation and Team Building
- Staffing and Scheduling



- Improving Employee Performance

Candidates must submit an application and meet the necessary prerequisites. All Online Exams require that examinations be administered under the supervision of a proctor.