



注册饭店客服专员（CGSP）

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 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.

Successful candidates will receive a certificate and CGSP® gold lapel pin, to be worn on their uniform in recognition of their knowledge and skills in guest service.

Prerequisites: 取证条件

To qualify for the CGSP® designation individuals must:

- Successfully complete Educational Institute's [Guest Service Gold® training program](#).
- Be currently employed in any lodging or hospitality position.
- Successfully pass the 30-question certification exam (available online or paper-based) with a score of 70% or higher.

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.

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

