

Guest Service Gold®

Workshops

Exceptional Service Starts Here.



Customer service is at the heart of hospitality success. Whether in hotels, restaurants, entertainment venues, tourist attractions, or any field requiring customer-facing skills, the ability to create a memorable experience sets professionals apart.

The **Guest Service Gold®** workshop equips employees and trainers alike with the skills and mindset needed to deliver exceptional service, every time. Delivered through an engaging workshop experience, Guest Service Gold® focuses on five core elements of great service: **Recovery, Personalization, Knowledge, Commitment, and Personality.**

Guest Service Gold workshop participants take the **Certified Guest Service Professional (CGSP®)** exam, providing the opportunity to earn an internationally recognized credential that strengthens résumés, enhances career prospects, and demonstrates a commitment to exceptional service.

Guest Service Gold Workshop Options:

In-Person Training Workshops

Expert led training for immediate impact

- **Minimum 10 participants**
- **4.5 hour classroom instruction with certification exam**

Experienced instructors deliver engaging, in-person workshops that build practical service skills. Participants learn to anticipate guest needs, handle real service situations, and deliver consistent, high-quality experiences with confidence.

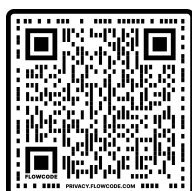
In-Person, Train-the-Trainer Workshops

Build your own sustainable, scalable training model

- **Minimum 10 participants**
- **6.5-hour classroom instruction, over two days with certification exam**

Prepare your team to deliver Guest Service Gold workshops. This option equips facilitators to teach the long-term elements of exceptional service and run consistent, repeatable training across multiple groups—supporting long-term scalability.

Virtual, Instructor-led workshops available upon request and tailored to meet your needs.



To learn more visit:
<https://info.ahlei.org/guestservicegoldworkshops/>



Benefits of Guest Service Gold Workshops:



- Universal framework: five elements that are easy to coach and reinforce
- Engaging format: real examples + interactive components
- Industry-Recognized Credential: CGSP provides external validation and motivation.
- Job-ready, transferable skills across hospitality, retail, and service roles
- Marketing toolkit for promoting course enrollment.

FAQs

1. Who should attend a workshop?

Every customer-facing role that would benefit from developing strong interpersonal soft skills and competencies to drive customer satisfaction and loyalty, or trainers seeking to teach Guest Service Gold and administer the CGSP certification exam.

2. What are the minimum workshop requirements?

Minimum 10 workshop attendees.

3. What is the format of the workshop?

In-person, only. A 4.5-hour workshop with certification for individuals and an 6.5 -hour workshop for trainers with certification.

4. What kind of marketing support will I have in promoting my workshop?

A marketing toolkit including a brandable flyer, 3 promotional emails and some social media templates.

5. What are the costs to run a workshop?

Cost for the workshop depends on the number of participants and workshop format. For a quote, submit your interest through our website form - <https://info.ahlei.org/guestservicegoldworkshops/>

**Adjusted for travel costs for trainer or additional course participants.*

6. Can I charge more for my workshop?

We invoice you directly, so you may choose to charge learners whatever you wish for the workshop.

7. What are the requirements for passing the Certified Guest Service Professional (CGSP®) exam?

Taken after completion of training, the CGSP exam consists of 30 multiple-choice questions to be answered within one hour. Candidates must achieve a minimum score of 70% to earn the CGSP certification.

