



Certified in the Heart of Hospitality

- An Unparalleled Front Desk Associate Certification Program



Investment:

\$159 Per person registration fee for 1-3 candidates per hotel; \$129 per candidate if four or more candidates registered.

Registration Details

To begin the journey, simply notify KTN by email or phone of names of the colleagues you wish to register and KTN will reply with an invoice for secure online payment with any major credit card.

If you prefer to pay by traditional check, note that payment must be received prior to scheduling.

Once payment is received, KTN will email a link to a calendar tool that makes it easy to schedule each CHH candidate for their private webinar from the list of open time slots.

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About KTN's CHH Process

Now your front desk associates can be Certified in the Heart of Hospitality and achieve what will soon be a highly coveted industry designation of CHH. By engaging in this journey your colleagues will learn the essentials of front desk hospitality excellence and recognize that your company is investing in their personal career development. Unlike other hotel industry certification programs which involve a passive online class followed by an easy-to-pass multiple choice online test, becoming Certified in the Heart of Hospitality is a highly engaging, personalized journey.

- First, CHH candidates engage in a private, live webinar (55-60 minutes) entitled ***"5 Pillars Of Front Desk Hospitality Excellence"*** delivered directly by KTN's executive training staff. Candidates attend individually or in groups of up to four. KTN's trainer presents live via webcam. Candidates are encouraged to also use a webcam, such as available on a laptop or smartphone. After the webinar, self-study resources are sent including a recording of the webinar along with the presentation slide deck.
- Next, CHH candidates take an online CHH assessment, which includes a mixed-bag of question types such as matching, multiple choice, true-false, and essay. Candidates must achieve a score of 85% and answer all 3 essay questions correctly. The test can be retaken if necessary.
- Finally, candidates demonstrate what was learned by having a co-worker or supervisor video tape them at the front desk as they role-play several assigned scenes. Recordings are then sent to KTN via a free Dropbox account or other method for final evaluation and approval.
- Thereafter, KTN immediately issues a Certificate of Completion and Lapel Pin, and those certified can use the designation "CHH" after their name on all professional documentation.

