



HOSPITALITY AND TOURISM MANAGEMENT PROGRAM

HOSPITALITY AND TOURISM MANAGEMENT PROGRAM YEARS 1 AND 2

The Hospitality and Tourism Management Program helps and encourages high school juniors and seniors to take their first real steps toward promising careers. The American Hotel & Lodging Educational Institute's (AHLEI) two-year, turnkey high school curriculum introduces the hospitality and tourism industry on a global scale with a large focus on diversity. The program is delivered with graphic-rich textbooks, workbooks that give students the opportunity to apply what they've learned, and optional online coursework ideal for techsavvy teens.



CERTIFIED HOSPITALITY AND TOURISM MANAGEMENT PROFESSIONAL (CHTMP):

- Students can earn the Certified Hospitality and Tourism Management Professional (CHTMP) certification, an entry-level supervisory designation that recognizes students' knowledge of key hospitality management concepts.
- To earn the CHTMP certification, students must pass both the HTMP Year 1 and Year 2 final exams with a score of 70% or more, and complete 100 hours of paid or unpaid work experience in a qualifying position.
- Students unable to complete an internship have the option to complete the Knowledge Matters Virtual Business Hotel Online simulation as an alternative. (www.knowledgematters.com/highschool/hotel)
- Only students who complete the HTMP curriculum are eligible to earn this certification.



CERTIFIED GUEST SERVICES PROFESSIONAL

Guest Service Gold® is the official preparatory course for the Certified Guest Service Professional (CGSP®) designation, and can be completed in as little as three hours. Unlike many other professional certifications, CGSP® does not include an on-site workplace requirement.



CERTIFIED FRONT DESK REPRESENTATIVE



Front desk representatives play a key role in giving guests an excellent experience. They greet guests, check them in, and make payment arrangements. They answer guest questions and make sure guests can get the services that they need while at the property. The Front Desk Representative certification recognizes that these employees are skilled at the many tasks they must perform and that they always provide an outstanding experience for guests at your property. The certification is supported by the START and quickSTART (Skills, Tasks, and Results Training) programs. START resources present concise instructions for training new or prospective employees on how to perform key tasks correctly, along with the general hospitality knowledge and soft skills needed in the hospitality industry.

ORDERING INFORMATION

Making Connections w/ Certified Guest Service Professional (CGSP®) exam			
Instructor Classroom Kit	06500TIK01ENGE	\$179.95	
Student Workbook Print Package w/ CGSP®	06500WKP01ENGE	\$35.00	978-0-86612-421-8
Online with CGSP® exam with access code	06500WBP01ENGE	\$47.00	

Hospitality and Tourism Management Program			
HTMP Year 1			
Student Textbook Year 1 (reusable year after year)	07570TXT01ENGE	\$80.00	978-0-86612-403-4
Student Workbook w/ Exam Scan Sheet Year 1	07570WKP01ENGE	\$50.00	978-0-86612-428-7
Instructor Resource Kit Year 1	07570TIK01ENGE	\$450.00	
HTMP Year 2			
Student Textbook Year 2 (reusable year after year)	07580TXT01ENGE	\$82.00	978-0-86612-422-5
Student Workbook w/ Exam Scan Sheet Year 2	07580WKP01ENGE	\$50.00	978-0-86612-435-5
Instructor Resource Kit Year 2	07580TIK01ENGE	\$450.00	
START for Individual Positions Print Instructor Guide			
START Front Desk Representative	08030IGP03ENGE	\$124.95	
START for Individual Positions Online Study Guide with Exam access code			
START Front Desk Representative	08030WBP03ENGE	\$45.00	

HTMP Year 1 eBook access code for student - \$52.00 each
 HTMP Year 2 eBook access code for student - \$53.30 each

Order through:

Kristina Cristofaro, CGSP
 Sales, Academic Markets

American Hotel & Lodging Educational Institute
 233 South Wacker Drive, Suite 3600

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 W: www.AHLEI.org

KNOWLEDGE MATTERS



This exciting partnership combines AHLEI's Hospitality and Tourism Management Program (HTMP) and the Virtual Business High School Hotel Online simulation powered by Knowledge Matters. Students who complete the Hotel Online simulator receive an exemption from the 100-hour internship Hospitality Tourism and Management when they have passed both the HTMP Year 1 and Year 2 exams.

Knowledge Matters Business Hotel Simulation Curriculum

Mini License: \$795 (up to 5 concurrent users from one school)

Lab License: \$1,295 (up to 30 concurrent users from one school)

Site License: \$1,795 (unlimited concurrent users from one school)

All options are valid for a five year term. Order through our state's account manager, Lauren Annarino, on this email (annarino@KnowledgeMatters.com).

More information about these CRI's can be found at <https://drive.google.com/drive/folders/1FTvh-WoUUd99YAB309PNmKOfW1-mzjb9?usp=sharing>