

# Guest Service Training for Oregon



## Oregon is the only state to have its own customized and internationally accredited curriculum specific to the tourism industry!

Guest Service Gold® Tourism: Oregon Edition is now available online. Our tourism-focused course features stories of real Oregon hospitality employees and uses their actual service challenge stories to illustrate seven core principles essential to service.

### CURRICULUM INCLUDES SEVEN PRINCIPLES AND LOCATIONS:

1. **Recovery:** Turn it around - (*Theory Restaurant at the Oregon Museum of Science and Industry*)
2. **Personalization:** Provide an individualized experience - (Timberline Lodge & Ski Area)
3. **Knowledge:** Be in the know - (Sheraton Portland Airport Hotel)
4. **Passion:** Inspire others - (St. Josef's Winery)
5. **Commitment:** Be all in - (Portland International Airport)
6. **Inclusion:** Include everyone - (Oregon Convention Center)
7. **Personality:** Be yourself - (Travel Oregon Welcome Center)

### PARTICIPANTS WILL RECEIVE:

- Downloadable workbook with practice tests and practical ideas for implementation
- Video featuring true Oregon employee stories that illustrate core concepts
- Diploma and lapel pin for those who successfully pass the test
- Bonus course: TripAdvisor's Reputation Management for Front-Line Staff

### GETTING TRAINING:

Guest Service Gold online training is offered at the special Oregon rate of \$30 (regularly \$58-85) and is available in two versions:

- **Tourism Gold: Oregon Edition**, applicable to a broad cross-section of hospitality-related organizations.
- **Golden Opportunities** with hotel scenarios, applicable to accommodations-based organizations.

Go to [AHLEI.org/Oregon](http://AHLEI.org/Oregon) for online training. For on-site training (instructor fee required in addition to participant packages), contact ORLAEF at 800.462.0619.



View the video introductory segment at [bit.ly/ORGuestTrainingIntro](http://bit.ly/ORGuestTrainingIntro)

Oregon's course is based on the Golden Opportunities curriculum developed by the American Hotel & Lodging Educational Institute (AHLEI) that is used to certify successful participants as a Certified Guest Service Professional® (CGSP). Organizations can earn recognition as a Certified Property, Partner, or Destination if all front-line staff are engaged in this training.

The project is a joint collaboration between the Education Foundation of the Oregon Restaurant & Lodging Association and AHLEI and made possible by the generous sponsorship of Travel Oregon.