

# Certified in the Heart of Hospitality Program

Turn your front desk staff into **memory makers.**



## The Five Pillars Of Hospitality Excellence



1. *Warm Welcome/Fond Farewell*
2. *Authentically Engage Our Guests*
3. *Telephone Hospitality Excellence*
4. *“Know Your Product” and Volunteer Information*
5. *Welcome and Validate Guest Complaints*

These pillars are represented by the five fingers of the hand, which support the most essential component of the true hospitality: **The Human Heart.**

## A Uniquely Engaging Remote Learning Experience

A private, live, 75 minute webinar is presented for each candidate via webcam, which is much more engaging than passive online courses. Just click on a calendar link provided to schedule an appointment.

Next, candidates take an online **CHH** assessment, including a mix of question types (multiple choice and essay), making it challenging, yet attainable. This takes about 20 minutes; they can re-take if needed.

Finally, candidates demonstrate comprehension by role-playing assigned scenes in the lobby, while a partner records on a camera phone. These are sent to **KTN** for approval, after which the Certificate of Completion and Lapel pin are mailed out.



**KENNEDY TRAINING**  
NETWORK



BRITISH COLUMBIA  
HOTEL ASSOCIATION

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### BCHA Members – Special Discounted Rates

**\$129** CAD Registration fee for each front desk candidate. (Normally \$169 CAD.)

To receive this special rate, use the following link to register: [www.KennedyTrainingNetwork.com/BCHA](http://www.KennedyTrainingNetwork.com/BCHA)