



## SECTION 3 – FEES/PAYMENT

The CHRM certification program fee is U.S. \$275 for employees of AH&LA member properties in the U.S./Canada; U.S. \$350 for employees of non-AH&LA member properties and all properties outside the U.S./Canada. If for some reason, you do not meet the requirements, your program fee will be returned in full. If for any reason you do not complete your certification within six months after acceptance into the program, your program fee is forfeited. This fee includes:

- Certification Study Guide for the Certified Hospitality Revenue Manager
  - Application and Exam Fee
  - Certificate, Lapel Pin and the CHRM Designation for candidates **who successfully pass the certification exam.**
- At this time, my property is a member of the American Hotel & Lodging Association (AH&LA):  Yes  No
- My check or money order is enclosed, made payable in U.S. funds drawn on a U.S. bank to: **Educational Institute.**
- Please bill my credit card:  Visa  Mastercard  American Express  Diners Club  Discover Card
- Account Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

## SECTION 4 – THE CHRM EXAMINATION

If you plan to take your exam at a test site or through a review class, please provide the location and date below. Note that there may be a fee to attend and that these programs may be cancelled due to low enrollment. Please refer to our web site ([www.ei-ahla.org](http://www.ei-ahla.org)) for an updated list of review classes and test sites.

### TEST SITE REGISTRATION

Location	Date of Test
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If you plan to take your examination through a proctor, please provide the necessary information below. A proctor is the person who will administer your examination. A proctor may be a CHA, CLM or CHRM, a hospitality educator, an AH&LA member federation/association executive, or a member of the clergy. (Relatives cannot be accepted as proctors.) Please obtain consent from this individual *before* submitting his or her name; your examination will be sent to your proctor upon your request. Once your proctor receives the exam you have 30 days to take the exam. If you need more time to study, write in this field "will call when ready."

### PROCTOR INFORMATION

Name (Mr./Ms./Mrs.)	Title
Organization	Business Phone ( )
Address	Business Fax ( )
City/State or Province	Postal Code/Country
E-mail	

## SECTION 5 – CERTIFICATION AGREEMENT

Please read the following Certification Agreement and sign and date it at the bottom. We **must** have your signature below to process your application.

The information I have provided is accurate. I understand that acceptance into the CHRM program is based on this application, any support materials I have enclosed, and a favorable recommendation from my reference. I give the Educational Institute permission to thoroughly investigate my past employment, education, and professional development activities. I release from liability all persons and companies supplying such information. I indemnify all persons I have listed in this application against any liability which might result from such an investigation. If I am accepted as a CHRM candidate, I will have six months to complete **all** program requirements. If I do not complete the program within six months I will have to re-apply and submit all fees. I agree to hold the Educational Institute and its Certification Commission harmless from any and all liability in the event this application is rejected on the basis of the information furnished by me or third persons which would, in the judgement of the Educational Institute, make me ineligible for certification. I agree to accept the Certification Commission's decision as to my eligibility for this certification.

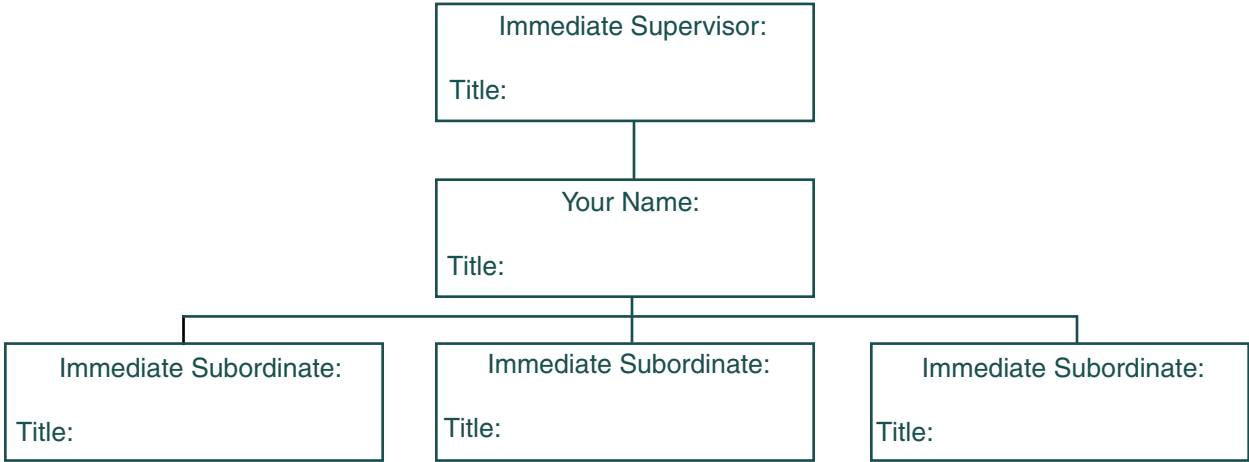
Effective August 1, 1998, physical copies of professional certification records will be retained at the offices of the Educational Institute of AH&LA for sixty (60) days after completion of the certification program, then discarded. Records will be stored electronically, and may be generated upon written request by the original applicant. To obtain original records prior to the 60 day limit, contact the Professional Certification Department at the address below.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Return to: Educational Institute  
Professional Certification Department  
800 N. Magnolia Ave., Suite 1800, Orlando, FL 32803  
Phone: 407-999-8100 • Fax: 407-999-8610  
E-mail: [certification@ei-ahla.org](mailto:certification@ei-ahla.org)

## Organizational Chart and Resume\*

\*Please note that you can use this document as the Organizational Chart and Resume requirements as listed on the first page of the Application under "How to Apply."



Current Title: \_\_\_\_\_

Start Date: \_\_\_\_\_

Property: \_\_\_\_\_

Location (City, State or Province, Country): \_\_\_\_\_

**Along with this form, please include a detailed description of your current job duties.**

Previous Title: \_\_\_\_\_

Start Date-End Date: \_\_\_\_\_ - \_\_\_\_\_

Property: \_\_\_\_\_

Location (City, State or Province, Country): \_\_\_\_\_

Job Description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Previous Title: \_\_\_\_\_

Start Date-End Date: \_\_\_\_\_ - \_\_\_\_\_

Property: \_\_\_\_\_

Location (City, State or Province, Country): \_\_\_\_\_

Job Description: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# CHRM<sup>®</sup> RECOMMENDATION AND EMPLOYMENT VERIFICATION FORM

## Certified Hospitality Revenue Manager

PLEASE TYPE OR PRINT CLEARLY.

The Certified Hospitality Revenue Manager(CHRM) designation recognizes those individuals who have demonstrated exemplary leadership, and managerial abilities in a hospitality setting. Those who earn the CHRM are seen as highly competent, respected professionals who are knowledgeable in their positions.

Please complete the information below on behalf of the individual applying for certification. Acceptance into the CHRM program is contingent on verification of employment. The applicant has been directed to give this form to an **immediate supervisor or corporate representative**.

(Note: EI's Certification Department will not accept verification statements from relatives of potential certification candidates.)

I verify that		(name)	
has been employed with		(property or company)	
in the position of		(title)	
for the period of	(month/year)	through	(month/year)
His/Her responsibilities include:			
Additional comments:			

Based on the applicant's experience and competence:

- I attest that the above information is true and understand that any misinformation provided may affect the candidacy of stated CHRM applicant. I recommend this individual for the CHRM program and verify that the candidate currently holds a qualifying management position. I will, if called upon, answer any questions regarding the employment of the stated CHRM applicant.
- I do not recommend this person for acceptance as a CHRM candidate.

Signature:		Date:	
Your Name (Mr./Ms.):			
Title:		Property:	
Address:		City:	
State or Province:		Country:	Zip/Postal Code:
Business Telephone: (        )		Fax: (        )	E-mail

PLEASE SEND THIS COMPLETED FORM TO:  
Educational Institute

Professional Certification Department  
800 N. Magnolia Avenue, Suite 1800 • Orlando, FL 32803  
Phone: 407-999-8100 • Fax: 407-999-8610

Detach along the perforated line and return to the Educational Institute.

# Certified Hospitality Revenue Manager (CHRM®) Program

## When You Apply

When you apply for certification, it is important that we receive: 1. an updated resume with your application, 2. copies of college transcripts, 3. current and past job descriptions, 4. organizational charts, and other supporting documents which will help ensure that your application is processed quickly and correctly. All applications and supporting documentation become the property of the Educational Institute.

The CHRM Recommendation and Employment Verification Form should be completed by your immediate supervisor or the appropriate corporate representative and returned to the Educational Institute. If your immediate supervisor or corporate representative is a relative, we will accept a designated CHA or CHRM as a reference.

## Eligibility and Your Candidacy Status

The Professional Certification Department will review your materials to determine your eligibility. You will receive written notification within three weeks of receipt of your application. Upon approval, you become a candidate for certification.

If your application is not accepted, for any reason, you will be notified in writing and your application/examination fee will be refunded. If you wish, you may appeal in writing to the Certification Commission Appeals Committee. Please submit your original application, all supporting documentation, and a letter outlining the reasons for reconsideration. The Committee will review your appeal and respond in writing.

## Preparing for Your Exam

A number of optional resources are available to help you prepare for the CHRM comprehensive examination:

- *CHRM Study Guide*: This easy-to-use guide, included with your enrollment, offers a thorough overview of the exam material, as well as practice questions.
- *CHRM Review Classes/Seminars*: These give you the opportunity to participate in an informally led review workshop. Call the Professional Certification Department for a list of the review classes currently scheduled or visit our web site at [www.ei-ahla.org](http://www.ei-ahla.org) (Test sessions may be cancelled or postponed due to low enrollment. There may be a nominal fee paid to the sponsor for attending a test site program.)
- *Educational Institute textbooks and courses*: Textbooks and courses on a variety of subjects are available for purchase through the Educational Institute. Call the Institute at 800-752-4567 for ordering information.

## Exam Options

You can take the certification exam either at a certification test site or on your own through an approved proctor.

*Certification test sites* are simply group sessions where candidates enrolled in certification programs meet to take their exams. To obtain an updated list of scheduled test sites, visit our website at [www.ei-ahla.org](http://www.ei-ahla.org)

*Proctored exams* require you to arrange for a proctor to administer the certification exam to you. An approved proctor may be a CHA or CHRM, an AH&LA member federation/association executive, a hospitality educator, or a member of the clergy. A relative cannot act as your proctor.

## Your Test Results

A passing score is 70 percent or better. To guarantee your privacy, absolutely no scores will be given over the phone. Your exam results will be mailed directly to you, along with a written assessment.

## The CHRM Exam Retake Policy

If a successful score is not achieved during the first attempt at completing the examination requirement, candidates will be provided two additional opportunities to complete the requirement. For each retake, a fee of US \$25.00 will be charged and must be paid prior to the examination being sent. If a successful score is not achieved after three attempts, the enrollment will be discontinued and the individual will be required to wait one year before reapplying.

## For Candidates with Special Needs

The Certification Commission heartily supports the intent of the Americans with Disabilities Act (ADA) PL 101-334 §309(b)(3). The Commission will make a reasonable effort to provide candidates who have documented disabilities with the necessary aids and services that do not fundamentally alter the measurement of the skills or knowledge the CHRM Program is intended to test. Please direct specific questions regarding special accommodations to the Professional Certification Department at 407-999-8100.

## Recertification:

### Your Key to Ongoing Professional Growth

Every five years the Certification Commission will recertify you based on your continuing work experience and ongoing professional-development activities. Every time you fulfill the five-year recertification requirements, you receive a new jeweled lapel pin – with additional jewels added to reflect your years of industry service – and a new certification, signifying your continuing commitment to hospitality excellence.

## Policy Questions?

We will be happy to answer any questions you might have. Call the Educational Institute's Professional Certification Department at 407-999-8100 or fax 407-999-8610.