



# HOSPITALITY SKILLS CERTIFICATION

## Lodging Security Officer

### For Line Employees

HSC is a competency based certification program that recognizes line employees for their knowledge and job performance. Through an assessment and testing process, employees earn a designation which acknowledges competence in the duties they perform.

## Program Contents

Hospitality Skills Certification uniquely integrates three training functions:

- 1) Skill and Knowledge Training
- 2) Performance Assessment and Testing
- 3) Recognition and Achievement

Skill and knowledge training is the responsibility of property management and the participant. The Institute can provide training resources which will assist employees in the training and development process. An organization can also use its in-house training materials and programs to assist in the certification process.

Performance assessment and testing validates the training has occurred and that performance standards have been met. With the written test, we strive to verify an employee's knowledge, application and performance of specified job duties.

Recognition and achievement provides the positive acknowledgement that the employee has attained a standard in their performance. Successful completion of the program components is recognized with a certificate and lapel pin.

## Benefits

Properties that recognize and reward their employees through Hospitality Skills Certification profit from:

- Competent employees
- Lower turnover rate
- Improved guest services
- Increased employee motivation and enthusiasm

Staff who complete the program earn:

- A sense of job commitment and loyalty
- Encouragement to make hospitality a long-term career
- Worldwide recognition for their accomplishments

## Training Employees for the Hospitality Skills Certification Program

If you feel your current training and development activities adequately cover the skills required for the Lodging Security Officer, you may order your CLSO packet and proceed to the examination phase of the program. If your employee needs further training in task performance or applied knowledge skills to successfully complete the exam, you may use the Lodging Security Officer Property Training Package (VHS Product #05620VHP02ENGE; DVD Product #05620ISE02ENGE) and the Lodging Security Officer Workbook (Product # 09620WKB02ENGE) from the Educational Institute (407-999-8100).

If you choose the Lodging Security Officer Property Program, you will cover 100% of the knowledge and skills an employee needs to successfully attain the CLSO designation. A trainer, supervisor or employee can use the program. The property package consist of four modules: Module 1: A Lodging Industry Introduction, Module 2: Routine Security Activities; Module 3: Handling Misdemeanors and Felonies; Modules 4: Handling Emergencies. The program can be used in-group study, one-on-one training sessions with a trainer or self study. The property package comes with supplemental videotape or DVD and a quiz answer sheet for each module quiz.

Lodging Security Officer Workbook is available for each trainee. The workbook contains assignments, activities, and quizzes related to the four modules.

The lodging security officer who is not going through a property training program but wishes to prepare for the CLSO certification examination may order the CLSO study guide. The study guide covers the knowledge necessary to successfully complete the CLSO certification examination.

## Passing Standard

To successfully earn a CLSO designation, a candidate/employee must complete the following program requirements:

- Be currently employed in the position of a Lodging Security Officer and have a minimum of 90 days experience in the position.
- Achieve a score of 70% or better on a written test.

All materials submitted on behalf of the candidate are reviewed individually.

# HOSPITALITY SKILLS CERTIFICATION FOR LINE EMPLOYEES

## Certification Program

*The following outline details the fee structure for the Certification Program. For more information, contact the Educational Institute at 407-999-8100*

	Quantity	AH&LA Member Price	Non-Member
Individual candidate packets for the CLSO Program	1-99	\$35.00	\$50.00
	100-199	\$33.00	\$48.00
	200-499	\$31.00	\$46.00
	500	\$30.00	\$45.00

## Training Resources

The following outline details the available training resources for the Lodging Security Officer. For more information contact the Educational Institute at 888-575-8726 or 407-999-8100

### **Lodging Security Officer Property Package includes:**

Four Training Modules, One Supplemental videotape or DVD, One Lodging Security Officer Workbook, and Quiz answer key. (AH&LA members \$159.95; Non-Members \$199.95)

### **Additional Lodging Security Officer Workbook:**

Individual employee workbook. A companion workbook to the Property Training Package. (AH&LA Members \$8.00; Non-Members \$10.00)

### **CLSO Study Guide:**

Study Guide for the CLSO (Certified Lodging Security Officer) program. (AH&LA members \$49.95; Non-Members \$59.95)

# HOSPITALITY SKILLS CERTIFICATION FOR LINE EMPLOYEES ORDER FORM

Product Code	Product name	Format*	Quantity	Unit Price	Total
05620VHP02ENGE	Lodging Security Officer Property Package with VHS				
05620ISE02ENGE	Lodging Security Officer Property Package with DVD				
09620WKB02ENGE	Lodging Security Officer Workbook				
08012LLP01ENGE01	CLSO Candidate Packet (Certification Exam)				
08012SGG02ENGE	CLSO Study Guide				

\*Format: indicate if you need PAL or SECAM video format and add \$10 per tape to the price Subtotal

Florida and Michigan residents add 6% sales tax

In the U.S. and Canada, add 7% of subtotal for shipping/handling  
Outside the U.S. and Canada, add 25% of subtotal for shipping/handling

Total

Prices are subject to change without notice.

Customers will be responsible for customs charges and duties when applicable.

**CHECK BOXES AS APPROPRIATE**

**PLEASE PRINT**

My property is a member of the American Hotel & Lodging Association

Name
Title
Property
Address
City
State/Country <span style="float: right;">Postal Code</span>
Telephone (        ) <span style="margin-left: 100px;">Fax (        )</span> <span style="float: right;">Email</span>
Management Company

Check enclosed. (Make payable to the Educational Institute in U.S. funds drawn on a U.S. bank)

Bill the indicated credit card account:

American Express    Visa    MasterCard    Diners Club    Discover   Exp. Date \_\_\_\_\_

Name as it appears on credit card \_\_\_\_\_

Card Number \_\_\_\_\_

Signature \_\_\_\_\_

**TO ORDER:** CALL: 407-999-8100

**FAX:** 407-999-8610 or 407-236-7848

**WEBSITE:** [www.ei-ahla.org](http://www.ei-ahla.org)



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