Career Readiness Indicator Questionnaire

This questionnaire is designed to help guide the process for review of a Career Readiness Indicator (CRI). It is the responsibility of the local education agency proposing the addition of the CRI to gather the information and submit it to Josh Laney, Assistant Director for Workforce Development. Answers should be as concise as possible. Information should be submitted as a completed packet, not piecemeal. Additional information may be included at the discretion of the applying agency if it might be pertinent to the evaluation process.

Contact information for person filling out questionnaire
Agency: SDE   Email: jbrown01@alsde.edu   Phone number: 334-242-9561
Date of submittal: August 25, 2015, revised November 20, 2015
CRI: Certified Hospitality & Tourism Professional (CHTMP)
    Certified Guest Service Professional (CGSP) - Soft Skills
    Certified Front Desk Representative (CFDR)

Why do we want this CRI?
1. What industry is asking for the CRI? (List multiple if applicable.) – Hospitality/Lodging
2. What companies within the industry are requesting this CRI? (Attach letters of request on company letterhead.)
3. What entity, company, or testing agency is the “owner” of the CRI? (Who determines what it takes to earn the CRI?) Provide contact numbers, names, websites, or other info for inquiries.
   American Hotel & Lodging Educational Institute
   800 N. Magnolia Ave., #300
   Orlando, FL 32803
   Contact: Shelly Weir
   sweir@ahla.com
   407-999-8166
4. For what career technical program(s) is the CRI being requested? – Hospitality & Tourism Cluster, all programs (Restaurant and Food and Beverage Services; Lodging; Recreation, Travel and Tourism)

How does one actually get the CRI?

Certified Hospitality & Tourism Management Professional - CHTMP
5. How long does it take for a student to earn this CRI? (Answer in approximate hours of instruction, not school years or terms. Give an average or best estimate.) – 360 hours classroom instruction, 100 hours of internship
6. How does the student earn the CRI? (Does the student have to take a written exam, log a certain number of hours, complete a skills demonstration, some combination of these, etc?) – Passes Year 1 final exam with score of 70%, Year 2 final exam with a score of 70% and completes 100 hour internship with AHLEI provided employment verification forms.
7. Is there a minimum age requirement for gaining the CRI? – No

Rev: 7/27/15
8. Are students required to be graduates before earning the CRI? – No
9. Are there minimum pre-requisite course requirements for earning the CRI? – No
10. What equipment is required to train for this CRI? (Only list items which are different than what would be found on the standard equipment list for the program.) – No special requirements
11. Does the earning of the CRI require the student to have computer access for the testing? – No

Certified Guest Service Professional - CGSP

12. How long does it take for a student to earn this CRI? (Answer in approximate hours of instruction, not school years or terms. Give an average or best estimate.) – 4-6 hours of classroom instruction
13. How does the student earn the CRI? (Does the student have to take a written exam, log a certain number of hours, complete a skills demonstration, some combination of these, etc?) – Passes certification exam with a 70% or higher.
14. Is there a minimum age requirement for gaining the CRI? – No
15. Are students required to be graduates before earning the CRI? – No
16. Are there minimum pre-requisite course requirements for earning the CRI? – No
17. What equipment is required to train for this CRI? (Only list items which are different than what would be found on the standard equipment list for the program.) – No special requirements
18. Does the earning of the CRI require the student to have computer access for the testing? – No

Certified Front Desk Representative - CFDR

19. How long does it take for a student to earn this CRI? (Answer in approximate hours of instruction, not school years or terms. Give an average or best estimate.) – 16-40 hours of classroom instruction
20. How does the student earn the CRI? (Does the student have to take a written exam, log a certain number of hours, complete a skills demonstration, some combination of these, etc?) – Passes certification exam with a score of 70% or higher
21. Is there a minimum age requirement for gaining the CRI? – No
22. Are students required to be graduates before earning the CRI? – No
23. Are there minimum pre-requisite course requirements for earning the CRI? – No
24. What equipment is required to train for this CRI? (Only list items which are different than what would be found on the standard equipment list for the program.) – No special requirements
25. Does the earning of the CRI require the student to have computer access for the testing? – No
How much does it cost and what resources are required?

Certified Hospitality & Tourism Management Professional - CHTMP

26. What is the cost of the exam for earning this CRI? - Scantrons for certification exam are bundled with student workbook for a cost of $50/student for Year 1 and $50/student for Year 2.
27. Is there a practice test available from the CRI issuer or from other parties? - Yes, pre-assessments are available in teacher's kit for program.
   a. If yes, does the practice test have a cost in addition to the actual exam and if so, how much? - No it is included in teacher's textbook and corresponding materials.
   b. Can rights to the practice material be purchased once or is there a recurring fee? - No, they must purchase the teacher's kit to obtain pre-assessments. No recurring fee.
28. Who can administer the exam? (Some CRIs prohibit the person who trained the student from administering the exam.) - School administrator or guidance counselor, member of clergy
29. Is special certification or licensure required for a teacher to administer the CRI? - No
   c. If yes, what is the cost for gaining the appropriate licensure?
   d. Is this a one-time or recurring fee?
30. Is site, facility, or equipment certification required for administering the CRI? - No
   e. If yes, what costs are included?
   f. Is this a one-time or recurring fee?

Certified Guest Service Professional - CGSP

31. What is the cost of the exam for earning this CRI? - $35/student (includes prep curriculum)
32. Is there a practice test available from the CRI issuer or from other parties? - Yes, a pre-assessment quiz is included in teacher's material.
   g. If yes, does the practice test have a cost in addition to the actual exam and if so, how much? - No it is included in teacher's kit.
   h. Can rights to the practice material be purchased once or is there a recurring fee? - No, they must purchase the teacher's kit to obtain pre-assessments. No recurring fee.
33. Who can administer the exam? (Some CRIs prohibit the person who trained the student from administering the exam.) - Student's teacher
34. Is special certification or licensure required for a teacher to administer the CRI? - No
   i. If yes, what is the cost for gaining the appropriate licensure?
   j. Is this a one-time or recurring fee?
35. Is site, facility, or equipment certification required for administering the CRI? - No
   k. If yes, what costs are included?
   l. Is this a one-time or recurring fee?

Certified Front Desk Representative - CFDR

36. What is the cost of the exam for earning this CRI? - $35/student (includes prep curriculum)
37. Is there a practice test available from the CRI issuer or from other parties? - No (Note: This could be developed if necessary for DOE)
m. If yes, does the practice test have a cost in addition to the actual exam and if so, how much?

n. Can rights to the practice material be purchased once or is there a recurring fee?

38. Who can administer the exam? (Some CRIs prohibit the person who trained the student from administering the exam.) - Student's teacher

39. Is special certification or licensure required for a teacher to administer the CRI? – No
   o. If yes, what is the cost for gaining the appropriate licensure?
   p. Is this a one-time or recurring fee?

40. Is site, facility, or equipment certification required for administering the CRI? – No
   q. If yes, what costs are included?
   r. Is this a one-time or recurring fee?
CREDENTIAILING FOR FACS TEACHERS AND STUDENTS

The Hospitality and Tourism Management program consists of industry curriculum and workforce training to prepare students and teachers for roles in the hotel and tourism industry. Areas of employee positions and responsibilities, soft skills, sales and marketing, safety and security content, guest services training, and leadership and management aspects required by an entry-level leader in the hospitality and tourism industry will lead to national recognized certification for teachers and students.

Students and teachers will have the opportunity to be certified through the Certified Hospitality and Tourism Professional, Certified Guest Service Professional, and Certified Front Desk Representative, nationally recognized by the American Hotel & Lodging Association.

WHY AMERICAN HOTEL & LODGING TRAINING?

- Meets mandates required by Perkins Act.
- Global leader in hospitality training and hotel management (74 licensed affiliates in 45 different countries).
- Provides materials for all levels of hospitality personnel (online learning, distance learning courses, videos, seminars, textbooks, and study guides).
- Certifies and validates competencies in conjunction with academia and industry experts for more than 20 positions in the hospitality industry; designations from front-line to general manager.

AMERICAN HOTEL & LODGING LETTERS OF SUPPORT

American Hotel & Lodging Educational Institute, Shelly S. Weir, Vice-President, Domestic Sales
Wilson Hospitality, Toby Wilson, President
Embassy Suites, Steven Hoida, General Manager
August 25, 2015

Judy Brown
Alabama State Department of Education
Office of Career and Technical Education and Workforce Development
P.O. Box 302101
Montgomery, AL 36130-2101

Dear Judy:

The American Hotel & Lodging Educational Institute (AHLEI) submits this letter in support of the industry certifications found on the Alabama State Career Readiness Indicators list. AHLEI credentials include the Certified Hospitality & Tourism Management Professional (CHTMP), Certified Guest Service Professional (CGSP), and Certified Front Desk Representative (CFDR). We understand that these designations will assist in cultivating the next generation of hoteliers through Career and Technical Education programming in Alabama.

AHLEI is committed to investing in the workforce development of the hospitality industry. For over 60 years, we have provided hospitality education and training solutions to those preparing for hospitality careers and those already working in the industry. Because we are the training and education arm of the American Hotel & Lodging Association, we have a clear vision of what the industry needs and how to prepare people to enter this vibrant field. Most importantly, we are the certifying body of the hospitality industry. Our credentials are recognized globally and supported by a network of more than 20,000 hotel members.

The Hospitality & Tourism Management Program (HTMP) is a comprehensive course designed to introduce students to the hospitality industry; both from an entry level operational perspective and a managerial perspective. Following completion of the course, students have an opportunity to not only earn an academic certificate of completion, but an industry-recognized certification from AHLEI (the CHTMP designation). The HTMP program is used around the world to prepare students for careers in the industry.

The Guest Service Gold Program and corresponding Certified Guest Service Professional (CGSP) designation offers a solution to the industry’s need for qualified and skilled workers who are ready to begin their journey in a guest oriented career. Recognized in over 45 countries, the CGSP certification is the highest recognition of guest service in the lodging industry.

The Certified Front Desk Representative recognizes the skills and knowledge needed to excel as a qualified worker in a front-line position, and brings the professional clout to this integral position within the lodging industry. As with all AHLEI certifications, it is industry-recognized and supported globally.

It is our pleasure and intent to collaborate with the Alabama Department of Education on this and future training initiatives.

Yours in hospitality,

[Signature]

Shelly S. Weir
Vice-President, Domestic Sales
American Hotel & Lodging Educational Institute
407-999-8166
swuir@ahla.com
July 29, 2015

Dr. Philip Cleveland, Deputy Superintendent
Office of CTE and Workforce Development
Alabama State Department of Education
P. O. Box 302101
Montgomery, AL 36130-2101

Dear Dr. Cleveland,

As a professional in the Hospitality and Tourism industry in Workforce Development Region 3, I am writing in support of the high schools in our region using the Hospitality and Tourism Management Program (HTMP), published by the American Hotel & Lodging Educational Institute, as their course curriculum for the introductory Hospitality and Tourism class. Our company believes that the skills taught through this curriculum will serve as great industry training for the high school students in our region.

We are also working with Shelton State Community College to work out the details for the possibility of Dual Enrollment/Dual Credit based upon the HTMP curriculum. We see this curriculum as sound preparation for postsecondary study as well as for immediate entry into our industry workforce.

Thank you very much for your consideration of this request.

Best regards – always!

Toby Wilson
President
Dr. Philip Cleveland, Deputy Superintendent
Office of CTE and Workforce Development
Alabama State Department of Education
P. O. Box 302101
Montgomery, AL 36130-2101

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Thank you very much for your consideration of this request.

Sincerely,

Steven Hoida
General Manager

2410 University Boulevard
Tuscaloosa, AL 35401
es.tuscaloosa.amerihotels.com
Telephone: 205-561-2500
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<thead>
<tr>
<th>Program</th>
<th>Stackable Credentials</th>
<th>Career Readiness Indicators</th>
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<td><strong>Restaurant and Food and Beverage Services</strong></td>
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<td>NOCTI - Professional Assessment Culinary Arts</td>
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<td>NOCTI - Certified Junior Chef</td>
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<td>NOCTI - Commercial Foods</td>
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<td>NOCTI - Culinary Arts Prep Cook Level 1</td>
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<td>NOCTI - Culinary Arts Prep Cook Level 2</td>
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<td>NOCTI - Hospitality Management, Food and Beverage Services</td>
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<td>NOCTI - Restaurant, Food and Beverage Services</td>
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<td>NOCTI - Retail Commercial Breeding</td>
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<td>Employer Certificate of Achievement (90%)</td>
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|                                 |                       | Must pass the final exam for level 1 & Level 2 and complete 400 hours of mentored work experience and then apply for credential |}

| **Lodging**                   |                        |                           |
| NOCTI - Hospitality Management, Food and Beverage Services |                        |                           |
| NOCTI - Lodging               |                        |                           |
| NOCTI - Restaurant, Food and Beverage Services |                        |                           |
|                                 |                       | Employer Certificate of Achievement (90%) |
|                                 |                       | Must pass the final exam for Year 1 and Year 2, complete 100 hours of work experience, and then apply for credential |
|                                 |                       | Certified Guest Services Professional |
|                                 |                       | Certified Front Desk Representative |
|                                 |                       | ServSafe |

| **Recreation, Travel, and Tourism** |                        |                           |
| NOCTI - Hospitality Management and Tourism |                        |                           |
| NOCTI - Hospitality Management-Lodging |                        |                           |
| NOCTI - Lodging |                        |                           |
| NOCTI - Recreation, Amusements & Attractions |                        |                           |
| NOCTI - Travel & Tourism |                        |                           |
|                                 |                       | Certified Hospitality and Tourism Professional (must pass the final exam for Year 1 and Year 2, complete 100 hours of work experience, and then apply for credential) |}

| ServSafe |                       |                           |
| ServSafe |                       |                           |
| ServSafe |                       |                           |