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Administered by Certplace, developed and maintained by The International School of Hospitality (TISOH), the Certified Professional in Guest Experience™ (CPGE™) credential demonstrates an individual's guest interaction skills and their commitment to becoming leaders in guest experience excellence.

# Overview of The CPGE™



Welcome to the Certified Professional in Guest Experience (CPGE™) certification program. This certification is designed for individuals who are passionate about delivering exceptional guest service in various sectors, such as hospitality, foodservice, retail, and more. By becoming a CPGE™, you demonstrate your ability to exceed guest expectations, enhance the guest experience, and create positive, lasting impressions.

Whether you are a front-line employee, supervisor, or manager, the CPGE™ certification equips you with the knowledge and skills to elevate the service you provide and distinguish yourself as a professional in guest service positions. The CPGE™ is administered by Certplace, and developed and maintained by The International School of Hospitality ([TISOH](http://www.tisoh.edu)).

The International School of Hospitality (TISOH) was founded in Las Vegas, Nevada, in 2005. TISOH offers quality short-term, practical training and career development programs in hospitality. TISOH is accredited by the Accrediting Council for Continuing Education and Training. For more information, visit [www.tisoh.edu](http://www.tisoh.edu).



## Requirements

# You're Qualified.

### CPGE Design

The CPGE™ certification is designed to cater to a diverse audience, including both businesses committed to enhancing their team's guest interaction skills and individuals aspiring to become leaders in guest experience excellence.

Businesses across hospitality, retail, and service industries that prioritize customer satisfaction and loyalty will benefit significantly from the program. Applicants must only complete the three-hour online or in-person training course and pass the 30 question exam to receive certification.



### Online Requirements

Computer, tablet, or mobile device with the most recent version of common web browsers including:

- Google Chrome
- Apple Safari
- Firefox
- Microsoft Edge

Enable Javascript and your PDF plugin. Ensure a broadband connection of at least 5Mbps.

# Which modality suits you?

## Online Training Course

**eLearning:** The online training course is a three-hour, engaging and dynamic journey through the CLIMB® Guest Experience Model.

**Self-paced:** Learn when and where you want; access the CPGE™ training course from your desktop machine, your laptop, or even your mobile device wherever you have high-speed internet service. Stop and start according to your schedule. Training course access lasts 30 days and the Exam is fully online!

## In-Person Workshop

**Facilitator led:** A professional hospitality instructor and CPGE™ certificant will guide you through the three-hour in-person workshop. Enjoy expert-led training and collaboration to master the CLIMB® Guest Experience Model.

**Same-day Exam:** Time is built into the in-person program for you to take the CPGE™ exam and complete your training and certification in the space of a half-day.



Getting Started.

# Register at Certplace.com

To apply and register for the CPGE™ certification, follow the steps below:

**Registration:** Registration is easy whether you're looking for online or in-person CPGE programs.

- Online - click [here](#) to apply immediately.
- In-Person - click [here](#) to apply immediately

**Payment of Fees:** Submit the certification fee along with your registration. The current fee structure includes:

- **Initial Certification Fee:** \$55.00 US (online)  
\$80.00 US (in-person)
- **Group Rates and Live Training:** Group discounts, organizational partnerships, and live training is available. Contact [cpge@certplace.com](mailto:cpge@certplace.com) with inquiries.

**Confirmation:** Once your registration is complete and payment is processed, you will receive a confirmation email with information .

## Exam Overview

# Get Ready to Study!

The CPGE™ certification exam assesses your knowledge and skills in guest service, focusing on key principles from the CLIMB® Guest Experience Model.

The exam covers the five dimensions of service, including:



### DISCOVER Guests

Understanding guest needs and preferences.



### CONNECT with Guests

Build trust, engage, and care for guests as individuals.



### WOW Guests

Go the extra mile to create memorable guest service moments.



### EMPOWER Guests

Give the guests control of personalizing experiences.



### ACKNOWLEDGE Guests

Express recognition and appreciation for guest's patronage.

## Exam Format:

- Number of Questions: 30 multiple-choice questions.
- Time Limit: 45 minutes.
- Delivery: Online or in-person exam.
- Passing Score: 70% or higher.

# How long am I certified?

## When

To maintain the CPGE™ designation, recertification is required every five years. Recertification demonstrates your continued commitment to guest service excellence and ensures your knowledge remains up-to-date. There is no exam for re-certification.

## How

**Recertification Fee:** Pay the recertification fee of \$25.00 US

**Complete 1-hour refresher course online:** Advances and updates in guest experience and service best-practices will be covered.

Failure to recertify within the required timeframe may result in the expiration of your certification, requiring re-examination to regain the CPGE™ designation.



## Terms and Conditions

### ADDITIONAL PRINTED CERTIFICATES

One printed certificate is included in the certification fees. Additional printed certificates are available for \$25.00 and may be obtained [certplace.com](http://certplace.com).

### EXAM RETAKES

Applicants who fail the exam for certification may retake the exam for a \$25.00 fee. There is no waiting period for exam retakes nor limit on retakes allowed.

### CONFIDENTIALITY

All information from the application process and exam are confidential and will not be shared over the phone or with a third party. The applicant or candidate should not attempt to have a third party reach out on their behalf regarding any portion of the certification process.

### FEES

Fees are non-refundable, non-transferable and may be made with a credit card. Third party payments are accepted (including business checks) but may require up to one week for processing. A \$30.00 service charge will be assessed for returned checks or chargebacks. All payments must be received and processed in advance of scheduling training sessions or exam date.

### LEARNING RESOURCES

The CPGE™ includes a 3-hour training class available in eLearning format or in-person with a facilitator. The curriculum is crafted to provide both businesses and individuals with a comprehensive framework for mastering guest service excellence.

Designed by industry veterans, the curriculum covers essential topics that address real-world challenges in guest interaction. The CPGE™ emphasizes actionable techniques for problem-solving and innovation, ensuring that participants are prepared to handle guest-related situations with confidence and poise. Through a blend of theoretical insights and practical application, the program equips learners with the skills to not only meet but exceed guest expectations at every turn. By choosing CPGE™, businesses empower their teams with knowledge that transforms guest engagements into memorable, loyalty-building connections, while individuals enrich their professional prowess, positioning themselves as leaders in the field of guest service.

## TERMS AND CONDITIONS

### LIMITATIONS OF USE

Applicants and candidates may not use the Certified Professional in Guest Experience™ designations or logo. Use of the CPGE™ designation is reserved for certificants during the active time of the certification. Use of the CPGE™ logo or virtual or physical materials is prohibited without written consent from HEC.

### TIME ALLOWED

All processes from application to exam completion must be performed in ninety days. Failure to complete examination within the timeframe may require re-application and additional fees.

### CANDIDATE ACKNOWLEDGMENTS

By applying, candidates stipulate that they have reviewed the requirements outlined in the Handbook for the certification they are applying for (available at [certplace.com](http://certplace.com)) and acknowledge their responsibility to understand its contents. They certify that the information provided in their application is true, accurate, and complete.

The candidate authorizes Certplace to conduct inquiries or investigations as deemed necessary to verify their credentials and professional standing for eligibility to take the certification exam. The candidate understands that providing false information may result in the denial or revocation of the credential.

The candidate acknowledges that Certplace reserves the right to disqualify them from taking, continuing, or receiving examination results if it determines, at its sole discretion, that the candidate engaged in inappropriate conduct during the examination process. They understand that all fees paid are non-refundable.

After earning the credential, candidates accept responsibility for fulfilling all requirements to maintain it, including completing the necessary educational contact hours within the specified timeframe and applying for certification renewal. The candidate also understands it is their duty to inform Certplace of any updates to their contact information.

## TERMS AND CONDITIONS

The candidate acknowledges that Certplace will treat candidate information, certification status, application contents, and related documentation as confidential, except as necessary for program administration. Candidate information, status, and exam results will be disclosed only to the candidate directly by Certplace staff, not to any third parties. Upon the candidate's request, written or verbal, Certplace may release their certification status. Finally, the candidate understands that Certplace does not disclose examination scores or the number of exam attempts.

Get started  
today!