



INTERNATIONAL  
HOTEL SCHOOL

## (CGSP) Certified Guest Service Professional

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Section	Title
1	Authenticity: Keep It Real!
2	Intuition: Read the Need!
3	Empathy: Use Your Heart!
4	Champion: Be a Guest Hero!
5	Delight: Provide a Surprise!
6	Delivery: Follow Through!
7	Initiative: Make the Effort!



### CONTACT DETAILS

**Durban** Mukthar Khaki **Cell:** 083 409 1786 **E-mail:** mukthark@hotelschool.co.za

**Johannesburg** Paul Louw **Cell:** 078 209 1975 **E-mail:** paull@hotelschool.co.za, Charl Smith **Cell:** 072 132 9481 **E-mail:** charls@hotelschool.co.za

**Cape Town** Nadia Myburgh **Cell:** 071 252 4254 **E-mail:** nadiam@hotelschool.co.za

**Port Elizabeth** Kerry Andrew **Cell:** 083 661 6105 **E-mail:** kerrya@hotelschool.co.za, Lynette Steffens **Cell:** 084 403 3474 **E-mail:** lynettes@hotelschool.co.za

**Head Office** Stuart Blackburn **Cell:** 082 493 4671 **E-mail:** stuartb@hotelschool.co.za