



INTERNATIONAL
HOTEL SCHOOL

(CHHE) Certified Hospitality Housekeeping Executive

Department Head Designations

Who Should apply?

Executive or management level in housekeeping operations at a lodging hospitality company.

Prerequisites

Candidates must currently be employed in the hospitality industry. Candidate who are in a qualifying position may apply for certification in one of three ways (see application for additional details):

PLAN A – Education Emphasis

Minimum two-year degree from an accredited institution and one year of full-time experience in the qualifying position.

PLAN B – Experience Emphasis

Two years of full-time experience in the qualifying position.

PLAN C – Early Entry

Current full-time employment in the qualifying position and meet the experience requirement in order to earn the Professional Certification designation.

Program Details

Fee includes: Each Department Head designation includes Study Materials, along with practice questions, and Exam. Certificate and lapel pin upon successful completion of the exam.

Exam: Department head exams consists of 150 multiple-choice questions that must be answered within a three-hour time period. All exams are available paper-based or online. It must be successfully completed within six months from date of enrollment into the certification program. If you fail the exam on the first attempt, two retakes are allowed within this six-month time frame. Retake fees apply.

Proctor: A proctor may be a CHA, a hospitality educator, an AH&LA member association/federation executive, your immediate supervisor, or a member of the clergy.

Recertification: Every five years. Recertification fees apply.

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*1 YEAR SELF-STUDY *ONLINE EXAM

Section	Title
1	Housekeeping Operations
1.1	Planning and Organizing the Housekeeping Department
1.2	Safety and Security
1.3	Managing an On-Premises Laundry
1.4	Hospitality Facilities Management Tools, Techniques, and Trends
1.5	Environmental and Energy Management
1.6	Guestroom Cleaning
1.7	Public Area and Other Types of Cleaning
1.8	Ceilings, Walls, Furniture, and Fixtures
1.9	Beds, Linens, and Uniforms
1.10	Carpets and Floors
2	Financial Management
2.1	Operations Budgeting
2.2	Managing Inventories
2.3	Controlling Expenses
2.4	A Brief Review of Financial Statements
3.3	Leadership
3.1	Effective Communication
3.2	Motivation Through Leadership
3.3	Team Building
3.4	Managing Conflict
3.5	Time Management
4	Human Resources Management
4.1	Housekeeping Human Resource Issues
4.2	Training
4.3	Evaluating and Coaching
4.4	Discipline



Review and Assessment Tool is only available for specific certification programmes.



CONTACT DETAILS

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