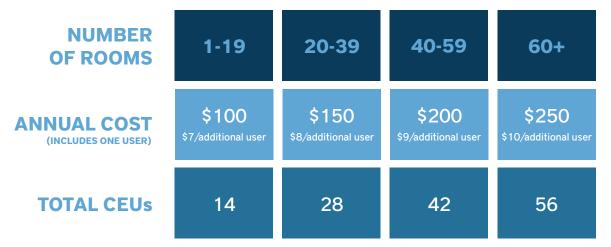*TAKE THE NEXT STEP, BECOME A*
CERTIFIED HOSPITALITY HOUSE

Become a Certified Hospitality House by completing the required amount of continued education units (CEUs)

NUMBER OF ROOMS	1-19	20-39	40-59	60+
ANNUAL COST (INCLUDES ONE USER)	$100 $7/additional user	$150 $8/additional user	$200 $9/additional user	$250 $10/additional user
TOTAL CEUs	14	28	42	56

* Annual cost is amount per year including one user.
*The amount of required CEUs depends on size of house, by the number of rooms. The CEUs can be completed by any staff employed at the house. The online system automatically tracks the coursework, certification progress, deadlines, etc.
* For complete program details including cost, continuing education requirements, and eligibility, please visit us at LINK

PROGRAM BENEFITS

▶ Improved risk mitigation strategies: Employees can identify problems and solutions

▶ Improved staff productivity, decrease turnover

▶ Superior agility: cross-training and upskilling within your staff makes your team more agile

▶ Professional credibility

▶ Third-party independent verification of best practices and quality service for donors, volunteers, and funding agencies

▶ Professional certification boosts productivity

▶ Improve staff evaluation skills and methods

▶ Gain confidence by setting goals and achieving group benchmarks skills and methods

▶ Grow your toolkit: gain new knowledge over the different Certification categories

▶ Set best-practices benchmarks and learn from industry standards

CERTIFIED HOSPITALITY HOUSE

HHN HEALTHCARE HOSPITALITY NETWORK

CERTIFIED HOSPITALITY HOUSE

Continuing Education Unit (CEU) Time Requirements (in hours)

Number of Rooms	CEU Facility Management Hours	CEU Guest Relations Hours	CEU NP Management Hours	CEU Operations Hours	CEU Human Resources Hours	CEU Internal Improvements Hours	CEU Emergency Management Hours	Total CEU Hours	Recertification Hours
1-19	2	2	2	2	2	2	2	14	8
20-39	4	4	4	4	4	4	4	28	14
40-59	6	6	6	6	6	6	6	42	20
60+	8	8	8	8	8	8	8	56	26

* CEU hours may be earned by any staff
*Total CEU hours must be earned within 1 year of application.
*May be taken in any combination of skills categories. Recertification on anniversary year, within one year of original certification completion date.

CERTIFIED HOSPITALITY HOUSE