



AN EI FACT SHEET:

Customer Service Ambassador (CSA)

DESIGNATION

What is CSA?	The CSA provides destination employees with recognition for the skills required to pledge and deliver the highest level of quality customer service.
Who is the audience?	Completing the CSA exam shows a commitment to the high standards of customer service excellence by employees from all areas and levels of a destination: <ul style="list-style-type: none">• All hotel employees• Airline• Airport• Taxi drivers• Rental cars• Food & Beverage• Cruise lines
What information is covered?	The CSA exam focuses on the areas of service excellence most important to destination employees. These areas include: <ul style="list-style-type: none">• Defining exceptional customer service• Recognizing customer service expectations• Preparing to provide exceptional customer service• Exhibiting professional behaviors to exceed service expectations• Working as a team to provide exceptional customer service• Communicating effectively with customers• Resolving customer service complaints
How does it work?	The CSA exam has 30 multiple-choice questions and a one-hour time limit. The passing standard for the test is 80% or better. Completed exams are returned to the Educational Institute for scoring. Following scoring, you will receive results which include a certificate of completion and lapel pin as recognition for candidates who successfully complete the program.
What's included?	<p>Exam</p> <ul style="list-style-type: none">• Program director guidelines• Class roster• CSA exam consisting of 30 multiple-choice questions <p>Results</p> <ul style="list-style-type: none">• Program director letter• Grade report with candidate results• Personalized letter for each candidate• Certificate of completion and lapel pin for passing candidates

Also available

Promises Taxi Driver Program Package (40000IGP01ENGE)
A collaboration between the American Hotel & Lodging Educational Institute and FreemanGroup Service Solutions, Promises builds on traditional quality service programs by linking your destination's marketing to your customer's service expectations for taxi drivers. Promises provides a leader's guide, slide presentation CD, and sample participant manual for facilitating eight-hours of instructor-led content.

Promises Taxi Driver Participant Manual (40000SGG01ENGE)

Promises Taxi Driver Participant Manual/CSA Exam Package (40000SGP01ENGE)



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