

Certified Front Desk Representative Examination

Credential Source

Name	American Hotel and Lodging Educational Institute (AHLEI)
Website	http://www.ahlei.org
Contact Information	American Hotel & Lodging Educational Institute Jill Arnett, Channel Vice President, Academic Markets 312.715.5358 jarnett@restaurant.org

Credential Contractor

Name	Same as source
Contact Information	Same as source

Test Administration

Test Site	School: Online School: Paper/Pencil
Can the instructor take this test?	Yes
Details	https://www.ahlei.org/workforce/training-and-certification/start-for-individual-positions/#front-desk-representative-2
Number of Test Items	30
Time Allowed	60 minutes
Passing Score	70%
Cost	\$45
Additional Information	
Accommodations	Students with disabilities <ul style="list-style-type: none">• Multiple test sessions• Time of day• Order of tasks• Planned breaks during test• Test location• Adaptive or special furniture• Special lighting• Written directions accompanying oral directions• Specific verbal prompts• Visual aids• Amplification equipment• Headphones, earmuffs, or ear plugs• Large-print test• Braille test• Read-aloud test• Audio test• Interpreting/transliterating testing directions• Interpreting/transliterating the test• Enlarged copy of the answer document• Communication board or choice cards

	<ul style="list-style-type: none"> • Examiner records responses • Braille • Word processor or word processor with speech-to-text • Augmentative communication device • Word prediction software • Spelling aids • English dictionary • Dictation using a recording device • Dictation to a scribe • Read back student response • Calculator and arithmetic tools • Calculator with additional functions • Math aids • Dry erase board • Additional writing implements <p>English Learners</p> <ul style="list-style-type: none"> • Audio test • Bilingual dictionary • Dictation to scribe • English dictionary • Examiner records responses • Flexible schedule • Multiple test sessions • Read-aloud test • Test directions delivery • Visual aids
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Possible Preparatory Courses

Hospitality, Tourism, and Recreation I (8202/36 weeks, 280 hours)

Hospitality, Tourism, and Recreation II (8203/36 weeks, 280 hours)

Introduction to Hospitality, Tourism, and Recreation (8259/36 weeks)

Lodging Management (formerly Hotel Management and Operations) (8159/36 weeks)

Travel and Tourism Marketing (formerly Opportunities in Hospitality and Tourism) (8139/36 weeks)