

**FOR IMMEDIATE RELEASE**

### **Glorietta Bay Inn Earns Certified Guest Service Property Designation**

Orlando, Florida, March 2016—The [American Hotel & Lodging Educational Institute](http://www.ahlei.org) (AHLEI) has presented the historic [Glorietta Bay Inn](#) in Coronado, California, with the designation of



Certified Guest Service Property. This designation is awarded to properties that train their employees using AHLEI's [Guest Service Gold®](#) program and certify all guest-facing staff as [Certified Guest Service Professionals \(CGSP®\)](#).

According to Kelsey Roberts, CGSP, sales and marketing manager for Glorietta Bay Inn, the property has won previous awards for best guest relations and decided to offer Guest Service Gold® training to employees to maintain and improve upon their already high standards.

“We have a low turnover rate among our staff. Some have been here 10 or 20 years. Offering training and certification like Guest Service Gold® encourages all of us to keep on learning. It helps us to be refreshed and encouraged as we do our jobs,” she explained.

The paper-based training was offered in three sessions. Roberts led the first session for employees connected with front office jobs, and included two housekeeping supervisors in that class. Those two supervisors then presented the training to employees in the housekeeping department. A final session was offered for anyone who missed the first sessions, as well as all managers, including the general manager and assistant general manager. In total, 35 employees earned the Certified Guest Service Professional (CGSP®) designation.

“Everyone took away so many positive ideas from the training; everyone’s confidence level is up,” said Roberts. “Employees also like the ‘bling’ of the certification pin. It makes them feel good, and it’s a frequent topic of conversation between guests and staff about what the pin means.”

-30-

***About the American Hotel & Lodging Educational Institute ([AHLEI](#))***

*Established in 1953 as the nonprofit education and training arm of the American Hotel & Lodging Association (AH&LA), AHLEI’s mission is to continue being the preferred provider to the lodging industry, hospitality schools, and related hospitality industries by developing and providing quality resources to educate, develop, and certify hospitality professionals worldwide.*

***About Glorietta Bay Inn***

*Glorietta Bay Inn is located in Coronado, California, overlooking the scenic Glorietta Bay and across the street from the Hotel Del Coronado. With an 11-room historic mansion and 89 contemporary inn rooms and suites, Glorietta Bay Inn combines old-world charm with modern amenities. John D. Spreckels built the historic mansion in 1908 and lived in it until his death in 1926. The mansion is a designated Coronado Historic Landmark. Glorietta Bay Inn has received numerous awards over the years for outstanding guest service. More information is available at [www.gloriettabayinn.com](http://www.gloriettabayinn.com)*