

# Certified Front Desk Representative (CFDR)

July 15, 2016



Certifying Organization	American Hotel & Lodging Educational Institute (AHLEI) <a href="https://www.ahlei.org">https://www.ahlei.org</a>					
Description of Credential	This credential is a professional designation for successful completion of the START: Certified Front Desk Representative training program. A Front Desk Representative's goal is to meet the needs of all guests staying at the hotel, and to provide any necessary services to ensure a customer's satisfaction.					
Part of which Graduation Pathways <sup>1</sup>	<u>ACT 833-Eligible</u> : Hospitality, Tourism, Culinary and Retail					
Associated with Which Careers?	<u>2 Star</u> - Hotel, Motel, and Resort Desk Clerk and Concierges					
Entry-Level annual Salaries	\$16,460 - \$21,050					
<b>Industry-Based Certification Requirements: Students</b>						
Standard / Curriculum	Students must complete the START: Front Desk Representative training program. a) General knowledge for all hospitality employees b) Knowledge specific to the Front Desk Representative position c) Skills Validation List (trainer observation performance tasks)					
Testing Methodology	Paper?	Yes	Online?	Yes	Performance Exams / Tests?	No
Re-Testing (if available)	Re-Testing Procedures	Retake exams may be ordered per student.			Max Attempts	No limit
Testing Details (including any age requirements / accommodations)	The exam consists of 30 multiple choice questions, and the passing score for the exam is 70%. The exam must be closed book/closed notes and must be proctored by a school instructor/administrator. Any student enrolled in the school and taking the curriculum may take the exam. Accommodations may be made for students with learning or physical disabilities as long as the exam is proctored as listed above. Individuals taking the START program online will be able to access the online exam upon completing the course.					
<b>Industry-Based Certification Requirements: Teachers</b> <i>Bulletin 746, Chapter 5: All Louisiana teachers providing instruction in a course that leads to an IBC must hold the certification that they're teaching students to attain.</i>						
Instructor Certification Requirements (by certifying agency)	Instructors can complete the START: Front Desk Representative program and take the CFDR exam in an online, independent learning module.					
Proctoring / Test Security (if any)	The test is administered online on AHLEI's secure portal and is available for the instructor to take upon purchase of the START: Front Desk Representative program access.					

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Certification Tracking						
Credentialing Documentation	Successful candidates receive an industry credential certificate and a CFDR lapel pin.					
Certification Tracking System	Online Tracking System?	Yes – gradebook through Moodle if taught online		Details	AHLEI maintains all student records internally; official grade reports are provided in print to the proctor/instructor as each exam roster is submitted for grading.	
Other Details	Expiration Timeframe?	None				
Certification Costs / Funding Sources						
Cost Details	The certification cost is rolled into the curriculum material. The material is offered at a discounted price for high school students and is \$45/student. There is no additional exam or processing fee except for the retake as listed below. For Resource Materials, contact <a href="mailto:sales@ahlei.org">sales@ahlei.org</a> or call 888-367-6211					
Re-test / Refund Policies <sup>2</sup>	A retake option is available for \$15. There is no refund policy through AHLEI.					
Funding Sources <sup>3</sup>	CDF?	No	Perkins?	Yes	Alternative Source (other than General Funds)	
For More Information						
Certifying Agency Contact Info	Shelly Weir, VP Domestic Sales <a href="mailto:sweir@ahla.com">sweir@ahla.com</a> 407-999-8166 Regina O’Hara, Account Executive <a href="mailto:rohara@ahla.com">rohara@ahla.com</a> 407-999-8133					
LDE Contact	<a href="mailto:JumpStart@La.Gov">JumpStart@La.Gov</a>					
Jump Start Regional Team Experts	TBD					

1 – This table may not include all the graduation pathways this credential appears in. Please check the [graduation pathway](#) you are working with if you have a question as to whether or not this credential is part of that pathway.

2 – CDF = [Career Development Fund](#)