

FOR IMMEDIATE RELEASE

September 12, 2024

EXPLORE GWINNETT ANNOUNCES 15 GWINNETT CERTIFIED GUEST SERVICE PROFESSIONAL (CGSP) GRADUATES

(Gwinnett County, GA) – Explore Gwinnett is pleased to announce the certification of 15 Certified Guest Service Professionals (CGSP) Program graduates on September 12, 2024. The newly named CGSP professionals have completed a series of seven courses plus a written exam as part of the American Hotel & Lodging Educational Institute (AHLEI) Guest Service Gold certification program.

“We are thrilled to offer this program to Gwinnett’s hotels. The L.E.A.D. program serves as Gwinnett’s only workforce development program targeted to the local hospitality industry and we’re proud to lead the efforts,” says Lisa Anders, chief operating officer of Explore Gwinnett and Gwinnett Sports Commission.

CGSP certification consists of the following seven key guest service elements: recovery, personalization, knowledge, passion, commitment, inclusion and personality. These courses are followed by the official Certified Guest Service Professional (CGSP) certification exam. Recognized worldwide, CGSP certification is the highest acknowledgement of award-winning guest service for employees in the lodging industry.

“Graduates of the certification program are more aware of the impact and importance of customer service on a visitors experience in Gwinnett. Graduates are better equipped to provide excellent service, resolve problems and identify solutions for visitors in our hotels,” says Maurice Odoms, Explore Gwinnett senior sales manager and L.E.A.D. program manager.

September 2024 CGSP graduates are:

Eduardo (Eddy) Almanza, Front Desk Manager, Home2 Suites by Hilton Buford Mall of Georgia

Sary (Cammy) Bell, Sales Manager, Best Western Plus Duluth Sugarloaf & Staybridge Suites Atlanta NE Duluth

Jenebu (Jenny) Creppy, Guest Service Agent, Homewood Suites by Hilton Lawrenceville Duluth

Regina Freeman, Guest Service Agent, Hampton Inn Lawrenceville Duluth

Love Freeman, General Manager, Home2 Suites by Hilton Atlanta Sugarloaf

Emily Grgetic, Sales Coordinator, Explore Gwinnett

Jennifer Hollifield, Service Captain, TPC Sugarloaf Country Club

Tara Key, Front Office Manager, Crowne Plaza Atlanta NE – Norcross

Dan Messick, Owner/Operator, Ahha Solar

Shaniel Robinson, Guest Service Manager, Crowne Plaza Atlanta NE – Norcross

Jessica Stewart, Sales Coordinator, Westin Atlanta Gwinnett

Omarra Swain, General Manager, Fairfield Inn & Suites Atlanta Buford/ Mall of Georgia

Kerri – Ann Walker, Sales Manager, Fairfield Inn & Suites Atlanta Buford/ Mall of Georgia

Aminah Wilson, Front Office Manager, Towneplace Suites Atlanta Lawrenceville

Rebecca Wilson, Guest Service Manager, Fairfield Inn & Suites Atlanta Buford/ Mall of Georgia

The CGSP certification is one facet of the Explore Gwinnett Learn, Explore, Apply, Develop, (L.E.A.D.) Program, which was started in 2024 as a means to offer continuing education to Gwinnett's hospitality industry. The next CGSP class will begin in Spring 2025. To find out more about the L.E.A.D. program, please visit <https://www.exploreghwinnett.org/lead/> contact Maurice Odoms at maurice@exploreghwinnett.org.