



## **TISOH Art of Concierge Certificate Program Instructor Awarded the Certified Hospitality Educator (CHE) Designation**

*Debbie Brumfield, Concierge Services Trainer at the Venetian Hotel Casino and instructor at The International School of Hospitality was named a Certified Hospitality Educator by the American Hotel & Lodging Association. The Art of Concierge, is the only certificate program dedicated to world class concierge service in Las Vegas, and one of very few such specialized programs around the world. With internship support from the world-famous Venetian Resort Hotel Casino, this program offered in conjunction with the Hospitality Outreach Services Division of UNLV's William F. Harrah College of Hotel Administration is designed specifically to develop a cadre of professional graduates well versed in the delivery of exceptional customer service.*

Las Vegas, NV, January 31, 2008 – Debbie Brumfield, TISOH instructor for the Art of Concierge Certificate program was awarded the prestigious Certified Hospitality Educator (CHE) designation from the American Hotel & Lodging Association, announced Timothy Lam, Director of The International School of Hospitality.

The Certified Hospitality Educator designation is recognized throughout the hospitality education community and is recommended by the International Council on Hotel, Restaurant, and Institutional Education (CHRIE); The Club Managers Association of America (CMAA); and the American Culinary Federation (ACF). In order to qualify, participants have to attend a workshop, pass an examination and a videotaped class evaluation. This rigorous program provides participants with the tools and strategies to motivate their students and make their subject matter come to life.

The groundbreaking Art of Concierge program is designed to provide thorough hands-on training in world class concierge service skills, along with the required supervisory and communication skills to succeed in hospitality operations. It is suitable for participants with little or no experience, as well as for those seeking specialized knowledge for advancement. Participants interested in joining Las Vegas' fast growing hospitality industry will find this program an expedient way to gain the skills required. In addition, with the internship, all the site visits and guest speakers, networking opportunities abound.

“We are very proud of Ms. Brumfield for her CHE accomplishment and dedication to education” said Patricia Norman, CMP, Academic Director of TISOH. “As the only Concierge Services Trainer on the entire Las Vegas Strip with the CHE designation, she is very much an industry leader and pioneer.”

### **About TISOH:**

The International School of Hospitality, licensed by the Nevada Commission on Postsecondary Education, is dedicated to training individuals for careers in hospitality-related industries. The School's condensed, career-specific courses are suitable for new entrants to the industry as well as for established veterans to hone their skills. The School is operated by Hospitality Experts Consortium, LLC (HEC), a hospitality consultancy based in Las Vegas, Nevada, USA. HEC is comprised of a unique group of university and industry professionals with years of managerial, teaching, researching and publishing experience. HEC provides national and international consulting, expert witness services and specialized educational programs.

### **CONTACT INFORMATION:**

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