

CERTIFICATION IN HOTEL INDUSTRY ANALYTICS (CHIA)

Train-the-Trainer Workshop

Sunday, 22nd October 2017 – Monday, 23rd October 2017

Strathmore University, Nairobi, Kenya

Conducted by the STR SHARE Center in conjunction with the 2017 EuroCHRIE Conference

You are cordially invited to attend a Certification in Hotel Industry Analytics (CHIA) training session and train-the-trainer workshop. The sessions will be held on Sunday October 22nd (full day) and the morning of October 23rd, 2017. The location will be at Strathmore University in Nairobi. We want to thank Joy Goopio and the Strathmore staff for hosting this event.

The Certification in Hotel Industry Analytics (CHIA)

The Certification in Hotel Industry Analytics is being offered globally to undergraduate/graduate students, lecturers, and industry professionals through a joint effort between STR, AHLEI and ICHRIE. Over 8,000 CHIA certifications have been granted since the certification was launched in 2011. The CHIA is the leading hotel-related certification for university students graduating from Hospitality and Tourism programs and a growing number of hotel industry professionals are obtaining the designation. This recognition provides evidence of a thorough knowledge of the foundational metrics, definitions, formulas, and methodologies that are used by the hotel industry. Recipients have proven that they can “do the math” and interpret the results. They have demonstrated an ability to analyze various types of hotel industry data and to make strategic inferences based upon that analysis. Certification also confirms a comprehensive understanding of benchmarking and performance reports. After attending the workshop, participants will have the opportunity to take the certification exam. More details will be provided during the workshop. Upon passing the exam, recipients receive a certificate and can use the CHIA designation on their business cards and resumes/CVs.

The CHIA Workshop

During the session we will review the CHIA content, which includes:

- Hotel Industry Analytical Foundations
- Hotel Math Fundamentals, the metrics used by the Hotel Industry
- Property Level Benchmarking
- Hotel Industry Performance Reports

All training materials and the workshop agenda will be sent to attendees in advance of the session. The session also prepares instructors to be able to present the CHIA training to their students at their own schools. A more detailed content outline is available upon request.

Workshop cost and registration information

Industry professionals – The workshop is **USD200**, which includes the certification fee. Register by emailing chia@ahlei.org

Lecturers/Instructors – The workshop and certification is **free** to faculty of STR SHARE Center member schools. If your school is not a member of the STR SHARE Center, there is a brief enrollment form to complete for a complimentary trial membership. Register by emailing sharecenter@str.com

Students – The workshop is **USD40**, which includes the certification fee. Prior arrangements must be made with a qualified faculty member at your school to proctor the exam following the workshop. Register by emailing chia@ahlei.org

Session Location and Additional Details

The sessions will be conducted at Strathmore University. On Sunday October 22nd, 2017, the room will open at 8:30 am and the workshop will begin at 9:00 am and end at 5:00 pm. Lunch and tea/coffee breaks will be provided on Sunday. Breakfast will not be provided. On Monday October 23, the room will open at 8:00 am, training will start at 8:30 am and end at 10:15am, after which participants may join the Nairobi tour if they are EuroCHRIE delegates. Dress code is business casual. Training materials will be made available to participants prior to the session. It will be optimal for participants to review these training materials prior to the session if at all possible. Please bring the training materials with you to the workshop on a laptop, or you can bring them in hardcopy format. There are a lot of slides so if you create hardcopies of the PowerPoints, you might want to print multiple slides per page and use both sides of the page. Training will be presented in English. Once you have completed the training you will have the opportunity to take the CHIA exam online at your earliest convenience. It is a 50 question multiple choice

test with a 90 minute time limit. Upon successful completion (70% or greater), you will receive your CHIA certificate.

We would be delighted to have you join us for an educational and enjoyable experience. Space is limited, so if you are interested we encourage you to reserve your seat soon. Please email sharecenter@str.com for any clarification.



About the STR SHARE Center

The STR SHARE (Supporting Hotel-related Academic Research and Education) Center supports schools around the globe by providing large volumes of hotel and tourism data, as well as related resources to professors and students for research, student projects and use in the classroom. The SHARE Center's objective is to help improve the quality and increase the industry relevance of hospitality and tourism research and education. Launched in 2011, there are nearly 700 member schools from 70 countries.

STR provides clients from multiple market sectors with premium, global data benchmarking, analytics and marketplace insights. Founded in 1985, STR maintains a presence in 15 countries with a corporate North American headquarters in Hendersonville, Tennessee, and an international headquarters in London, England. For more information, please visit www.str.com



About the American Hotel & Lodging Educational Institute (AHLEI)

The American Hotel & Lodging Educational Institute (AHLEI) was founded in 1953 to provide working hospitality professionals with education and training. AHLEI continues to meet the needs of the industry with a variety of hospitality solutions, including online learning, professional certification, and resources for high schools, colleges, and workforce agencies. AHLEI is the global leader in hospitality training and hotel management certifications and offers online learning and courses with textbooks and digital material to enhance the hospitality learning experience. AHLEI's programs are all recognized by the American Hotel & Lodging Association (AH&LA) and conform to the best practices in the hotel and lodging industry. For more information, please visit www.ahlei.org



About the International Council on Hotel, Restaurant and Institutional Education (ICHRIE)

International CHRIE (ICHRIE), a non-profit professional association, provides programs and services to continually improve the quality of global education, research, service and business operations in the hospitality and tourism industry. ICHRIE, an inclusive, collegial association, values creative, ethical and progressive action and improvement of global hospitality and tourism education and research. For more information, please visit www.ichrie.org