

Three easy STEPS to getting CARIBCERT Certified

The CARIBCERT Certification Process is comprised of three elements:

- ◇ A performance Checklist
- ◇ A written exam
- ◇ Additional criteria, including work experience

A candidate must complete the performance checklist before sitting the exam. In order to be awarded the CARIBCERT Certification, a candidate must successfully complete all the components.

Step 1 Register

- ◇ Complete registration form
- ◇ Get verification letter from employer
- ◇ Pay fee
- ◇ Submit to property trainer or SLHTA
- ◇ Receive materials and instructions

Step 2 Complete Checklist

Candidates MUST:

- ◇ Review performance checklist
- ◇ Arrange schedule with supervisor to complete tasks
- ◇ Sign each task with supervisor when completed
- ◇ Complete signatory page at end of checklist when all tasks have been mastered
- ◇ Submit signatory page to property trainer or SLHTA

Supervisors MUST:

- ◇ Provide guidance, coaching, mentoring and support to candidates
- ◇ Review tasks on checklist and sign each task as it is mastered
- ◇ Complete signatory page at end of the Performance Checklist

Step 3 Examination

- ◇ Based on performance checklist (and study guide for supervisory and management level occupations)
- ◇ Multiple Choice and True / False Exam
- ◇ Exam Length and Pass mark are:
 - 60% for line occupations (30-50 questions)
 - 65% for supervisory occupations (75 questions)
 - 75% for management occupations (100 questions)
- ◇ Exam Format:
 - Exams are on paper
 - Exams are supervised
- ◇ Exam Dates:
 - To be determined by the property HR Manager or Trainer
 - Exam date schedule to be provided by the SLHTA
- ◇ Paper Based Exams:
 - Read exam booklet and fill in answer on answer sheet
 - Answer sheet sent by SLHTA to CARIBCERT by fax
 - Computer scored and posted to candidate's database records in hours
 - CARIBCERT Certificate and lapel pin awarded to recognize successful completion of the CARIBCERT program.

Applicants may also be required to:

- ◇ *Provide proof of work experience*
 - *(this varies from 6 months to 5 years depending upon your occupation)*
- ◇ *Present a food handling permit or health card if applying for certification in food production occupations.*

**For more information contact
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A Professional Certification System for the Caribbean Tourism Industry

a program of the



www.opsr.org.lc

Thank you for choosing CARIBCERT !
CARIBCERT is a standards and certification
system built "By the Industry and for the Industry"

CARIBCERT IS...

- A skill and knowledge development and professional recognition program that is designed to be started and completed on the job.
- Based on CARIBCERT occupational standards for 47 tourism occupations

Food and Beverage

Line Certification

- ⇒ Host/Hostess
- ⇒ Bus Person
- ⇒ Junior Waiter
- ⇒ Senior Waiter
- ⇒ Bartender
- ⇒ Bar Assistant
- ⇒ Cashier
- ⇒ Snack Bar Attendant
- ⇒ Banquet Porter
- ⇒ Room Service Bus Person
- ⇒ Room Service Server
- ⇒ Room Service Order Taker/Cashier

Super/Mgr Certification

- ⇒ Food Service Supervisor
- ⇒ Beverage Service Supervisor
- ⇒ Room Service Supervisor
- ⇒ Food and Beverage Manager

Housekeeping

Line Certification

- ⇒ Houseman
- ⇒ Room Attendant

Super/Mgr Certification

- ⇒ Housekeeping Supervisor
- ⇒ Executive Housekeeper

Food Preparation

Line Certification

- ⇒ Cook
- ⇒ Pastry Cook
- ⇒ Bakery Cook
- ⇒ Butcher
- ⇒ Garde Mange
- ⇒ Cooks' Helper
- ⇒ Steward

Super/Mgr Certification

- ⇒ Food Preparation Supervisor
- ⇒ Steward Supervisor
- ⇒ Executive Chef
- ⇒ Chief Steward

Front Operations

Line Certification

- ⇒ Reservations Agent
- ⇒ Front Desk Agent
- ⇒ Concierge/Guest Services Agent
- ⇒ Bell Person
- ⇒ PBX Operator
- ⇒ Night Auditor
- ⇒ Valet Parking Attendant
- ⇒ Hotel Driver
- ⇒ Environmental Co-ordinator

Super/Mgr Certification

- ⇒ Front Desk Supervisor
- ⇒ Reservations Supervisor
- ⇒ Bell Captain
- ⇒ PBX Supervisor
- ⇒ Transportation Supervisor
- ⇒ Front Office Manager
- ⇒ Rooms Division Manager



Cost of Certification

Line—\$ 100 USD

Supervisor—\$ 150 USD

Manager—\$ 250 USD



*CARIBCERT
Lapel pin*