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1906 Lodge at Coronado Beach Wins Lodging Service Award, Earns Certified Guest Service Property Designation

Orlando, Florida, June 2014—[1906 Lodge at Coronado Beach](#), under the leadership of innkeeper Susan Nelson, has earned the designation of Certified Guest Service Property from the [American Hotel & Lodging Educational Institute](#) (EI). The property, the first in California to achieve this designation, was able to offer EI's [Guest Service Gold®](#) training and Certified Guest Service Professional (CGSP®) exam to its employees after winning the Lodging Service Award from the California Hotel & Lodging Association Education Foundation (CH&LAEF).

The CH&LAEF launched the Lodging Service Award last fall, encouraging member properties to submit entries to receive EI's Guest Service Gold® training and certification at no cost. Susan Ragatz, CGSP, education director for the association, said that she was impressed with the property's emphasis on guest service that led them to seek the Lodging Service Award. She shared highlights from Nelson's winning application on behalf of the 1906 Lodge at Coronado Beach:

"Although we have an easy to navigate and informative website, we encourage our guests to book with us on the phone. We believe this is the beginning of our relationship with each guest. Having this opportunity to get to know one another, we can easily help each guest to choose the best room for their stay at the best rate. We take this time to ask many questions so that we may help guests to make the most of their Coronado/San Diego stay. The concierge part of innkeeping has changed over the years, but still there is no substitute for a trustworthy recommendation from an Island local."

"We always listen for that personal hint a guest may reveal and then we act on that with the appropriate acknowledgement."

"One should become well adapted at the art of reading guest's body language. Strong messages are sent. We watch closely and stay tuned in at all times."

CH&LA President & CEO Lynn Mohrfeld presented Nelson with the Certified Guest Service Property plaque in late May during the Southern California Hotel & Lodging Conference held in City of Industry, California.

“Susan and her staff set a high standard of guest service and have demonstrated their dedication by taking the time to complete the Guest Service Gold certification program,” stated Mohrfeld.

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About the American Hotel & Lodging Educational Institute

Established in 1953 as a nonprofit educational foundation of the American Hotel & Lodging Association, the Educational Institute's mission is to continue being the preferred provider to the lodging industry, hospitality schools, and related hospitality industries by developing and providing quality resources to train, educate, and certify hospitality professionals worldwide.