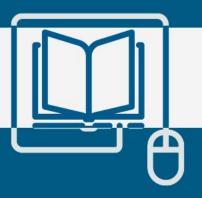# HFTP ACADEMY

ONLINE RESOURCES

- **CHTP Online Platform:** Powered by Ascend, the all-in-one platform provides a variety of study material including a review presentation, podcasts, webinars and more.

Overview

CONTENT LIBRARY

- **PineappleSearch®:** Search for a specific topic from the review slides in **PineappleSearch**, the only hospitality-specific search engine. Review all articles relating to that topic which appear in the search results.

Search

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ADDITIONAL RESOURCES: The resources listed below are available for separate purchase.

- **Managing Technology in the Hospitality Industry, 7th edition**
  - Pricing and details available on the AHLEI website.

<u>**Learn More**</u>

- **Journal of Hospitality and Tourism Technology**
  - Academic/professional journal (four issues per year).

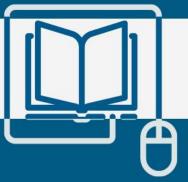<u>**Learn More**</u>

- **Hospitality Upgrade**
  - Industry trade journal (three issues per year). Free subscription.

<u>**Learn More**</u>

- **Structured Computer Organization, 6th edition**
  - Paperback, 2012. Andrew S. Tanenbaum & Todd Austin.
  - ISBN 0273769243 (ISBN13: 9780273769248)

HFTP ACADEMY

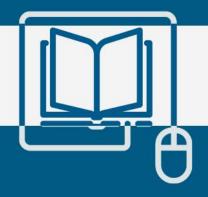## CERTIFICATION ADVISORY PROGRAM (CAP)

The Certification Advisory Program is a program designed to assist CHAE and CHTP certification applicants in achieving their HFTP certification designation.

The Certification Advisory Program brings together both candidates and advisors, who will help and support candidates in one-to-one interactions, as a supplemental review option for the certification exams.

*Exam Applicants: Please be sure to designate on the application if you wish to participate in the CAP program. **Questions?** Email certification@hftp.org.

EXAM CHECK LIST: Be sure to complete these steps as you ready for the exam.

- Request transcripts: copies are acceptable, as well as a digital photo of your diploma.
- Request two letters of recommendation from your colleagues.
- Ask employer(s) to complete and sign the Certificate of Experience (Form 7-4).
- If needed, request Educational Point Requirement Certifications for any non-HFTP events for which you do not have proof of participation.
- Complete the Application for Examination and Summary of Earned Points. Be sure to indicate your choice of exam date. If you do not know when you wish to take the exam, you may check 'undecided.'
- Notify the HFTP Certification Team at least 10 business days prior to the date of the exam.
- Sign and return the Ethics Agreement.
- Payment of examination fees. *
- Return the application and documents needed to apply in a single packet, or you may scan and email them to certification@hftp.org.

* HFTP will accept checks, wire transfers and credit cards for examination fees. If paying by credit card, include all information from the card to include: Name on the card, card type, expiry date, card number, and the three (3) digit security number (CSC, CVS number).

EXAM FORMAT: The following outlines the topics and question format in the CHTP exam.

TOPICS

- **Section 1:** Hospitality Applications: 60 questions
  - *Guest facing, guest impacting, back office*
- **Section 2:** Hospitality Technology Management: 40 questions
  - *Strategic planning, system selection, general management*
- **Section 3:** Core Technology: 80 questions
  - *Infrastructure, technology systems, security*

Candidates must pass all sections with a score of 70% in each section to become certified.

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EXAM FORMAT: The following outlines the topics and question format in the CHTP exam.

Section 1:
- HSIA 1.1.1
- EMS & Control Systems 1.1.2
- Golf & Tee Time Systems & Management 1.1.3
- Locks and Security 1.1.5
- Mobile Apps 1.1.7
- eCommerce 1.1.8
- Telephone 1.1.9
- Entertainment 1.1.10
- Marketing 1.1.11
- Signage 1.1.12
- Property Management 1.2.1
- POS / Retail / F&B 1.2.2
- CRM 1.2.3
- DAS 1.2.6
- Sales & Catering 1.2.7
- Revenue Management 1.2.8
- Reservations Management 1.2.9
- Housekeeping (expediters, mobile) 1.2.10
- Engineering & Maintenance 1.2.11
- Membership System 1.2.12

- Spa Systems and Management 1.2.13
- Call Accounting 1.2.15
- Content Management System 1.3.1
- Inventory Management System 1.3.2
- Financial Management 1.3.3
- Payroll 1.3.4
- BI 1.3.5
- Time & Attendance 1.3.6
- HRIS 1.3.7

Section 2:
- Disaster Recovery 2.1.1
- Policy Writing 2.1.2
- Budgeting 2.1.3
- Calculating Payback/ROI 2.2.1
- Bid Process 2.2.2
- System Identification / Evaluation 2.2.3
- eCommerce 1.1.8
- Telephone 1.1.9
- Entertainment 1.1.10

- Marketing 1.1.11
- Signage 1.1.12
- Property Management 1.2.1
- POS / Retail / F&B 1.2.2
- CRM 1.2.3
- DAS 1.2.6
- Sales & Catering 1.2.7
- Revenue Management 1.2.8

Section 3:
- Networking Concepts/ Communications 3.1.1
- Server Management 3.1.2
- Computer Hardware 3.1.3
- Operating Systems 3.1.4
- Telecom Concepts 3.1.5
- Cloud 3.1.6
- Directory Services 3.2.1
- Ticket/Project Management 3.2.2
- Monitoring 3.2.3
- Databases 3.2.4

CONTACT

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