

## **PEOPLECERT ACCESSIBILITY Certifications for Professionals**

### **Background**

Growing demand for accessible hotel services for individuals with disabilities and the elderly means that offering equal services to all is a key point of focus for hotel managers who want to maximize their overall service portfolio.

As such, employing personnel who can cater for the needs of people with disabilities can be a strong point of differentiation between hotels. But ensuring such capabilities is not a straightforward process.

To facilitate selection of the best-suited personnel for any hotel position, PEOPLECERT now offers personnel certifications that will ensure a hotel employee is capable of offering the same service quality to individuals with a disability as to any other client. Employment of certified staff can, in turn, create a distinct competitive advantage for the hotel among its competitors.

For hotel professionals, holding such certification means that they can distinguish themselves from others, making themselves more marketable in the competitive tourism industry.

### **Objectives**

The **ACCESSIBILITY Certifications for Professionals** aim

- to create a global community of hoteliers and hotel employees in general, who have demonstrated their knowledge and competency to create the same service experience for all hotel clients, whether they have a disability or not, covering a broad palette of disabilities;
- to help hotels - including all different kinds of accommodation - and conference centre managers to select the most competent people to serve clients with disabilities;
- to help hotel professionals add value to their work and increase their marketability and career advancement opportunities in the tourism sector.

### **Certifications**

PEOPLECERT's unique portfolio of competence-based ACCESSIBILITY Certifications for Professionals is fully compatible with ISO 17024 requirements. The certifications measure a person's knowledge of and ability to cater for

clients with disabilities, and offer them a service that will ensure their overall experience is equal to the one offered to all clients.

PEOPLECERT ACCESSIBILITY Certifications	Indicative Professional Occupations
<b>ACCESSIBILITY Certifications for Professionals in Hotel Management</b> <a href="#">Download brochure</a>	Hotel Managers Managers on Duty Boutique & Small Hotel Owners
<b>ACCESSIBILITY Certifications for Professionals in Hotel Guest Services</b> <a href="#">Download brochure</a>	Booking Personnel Receptionists Reservation Managers Food & Beverages Managers Concierge Services Personnel
<b>ACCESSIBILITY Certifications for Professionals in Hotel Housekeeping &amp; Facilities Services</b> <a href="#">Download brochure</a>	Grooms Housekeepers Room Service Technical Support Valet Service Hotel Shuttle Bus Drivers

### Certification Exams

Exams are administered by PEOPLECERT online in the English language. There are no prerequisites for candidates to take an exam. Successful candidates will receive their certificate from PEOPLECERT.

For more information please visit [PEOPLECERT's website](#) or [contact PEOPLECERT](#)

### About PEOPLECERT

With more than 3,000,000 exams to date, [PEOPLECERT](#) offers globally recognized certifications, such as ITIL®, ISO 20000, ISO 27000 and IASSC Lean Six Sigma in over 20 languages, through flexible and secure examination systems. PEOPLECERT also offers a suite of online services that aim to further simplify the overall exam experience, including web proctored exams, online exam booking, e-certificate and online certificate verification.

PEOPLECERT is an [ENAT](#) Associate Member.