

**CERTIFIED
CORPORATE HOUSING
PROFESSIONAL
CERTIFICATION EXAMINATION**

HANDBOOK FOR CANDIDATES



**CORPORATE HOUSING
PROVIDERS ASSOCIATION**



PROFESSIONAL TESTING CORPORATION® 1350 BROADWAY • 17th FLOOR • NEW YORK, NY 10018

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This handbook contains necessary information about the Certified Corporate Housing Professional Certification Examination. Please retain it for future reference. Candidates are responsible for reading these instructions carefully. This handbook is subject to change.

CERTIFICATION

The Corporate Housing Providers Association (CHPA) endorses the concept of voluntary, periodic certification by examination for all corporate housing professionals. Certification is one part of a process called credentialing. It focuses specifically on the individual and is an indication of current competency in a specialized area of practice.

The Certified Corporate Housing Professional (CCHP) certification exemplifies competence and professionalism in the corporate housing industry. To become CCHP certified, candidates must pass a 100-question, multiple-choice examination. The examination draws on practical application and operational knowledge of the corporate housing industry in three areas: Operations, Financial Management, and Marketing and Sales. The knowledge and skill bases for the questions on the multiple-choice examination are derived from the actual practice of corporate housing professionals. A successful candidate will draw on personal experience, industry terminology, association webinar/educational offerings, and reference articles to prepare for and pass the examination.

PURPOSES OF CERTIFICATION

To establish competency in corporate housing by:

1. Providing a standard of knowledge in corporate housing required for certification.
2. Recognizing formally those individuals who meet the eligibility requirements of the Corporate Housing Providers Association and pass the CHPA Certified Corporate Housing Professional Certification Examination.
3. Enhancing the public image of the corporate housing professional industry.
4. Emphasizing and encouraging lifelong learning among corporate housing professionals so that they might expand their knowledge and expertise in the industry.

ELIGIBILITY REQUIREMENTS

1. Hold a high school diploma or GED.
2. Have a minimum of 2 years' experience in the corporate housing or related industry (ex: hotels, property management, real estate, relocation).
3. Complete the Online Application (including the CHPA Code of Ethics Statement).
4. Pay the required fee.

ADMINISTRATION

The Certification Program is sponsored by the Corporate Housing Providers Association (CHPA). CHPA is the only trade association dedicated to the corporate housing industry. The Certified Corporate Housing Professional Certification Examination is administered by the Professional Testing Corporation (PTC), 1350 Broadway, 17th Floor, New York, New York 10018, (212) 356-0660, www.ptcny.com. Questions concerning the application process and examination should be referred to PTC.

ATTAINMENT OF CERTIFICATION AND RECERTIFICATION

Eligible candidates who pass the Certified Corporate Housing Professional Certification Examination are entitled to use the designation CCHP after their names and will receive certificates from the Corporate Housing Providers Association. A registry of Certified Corporate Professionals will be maintained by the CHPA and may be reported in its publications.

Certified Corporate Housing Professional Certification is recognized for a period of three years at which time the candidate must have met at least one of the following requirements:

1. Earn 24 CEUs every three years. Visit www.chpaonline.org/CCHPRecert for detailed information regarding accepted CEUs.
2. Take and pass the Certified Corporate Housing Professional Certification Examination in effect at that time.

Inquiries about recertification should be directed to CHPA www.chpaonline.org/CCHPRecert.

REVOCATION OF CERTIFICATION

Certification may be revoked for any of the following reasons:

1. Falsification of an Application.
2. Misrepresentation of certification status.

An appeal mechanism exists for challenging revocation of certification. It is the responsibility of the individual to initiate this process.

APPLICATION PROCEDURE

1. Read and follow the directions on the application and in this handbook. All applications must be completed online. The application can be found on Professional Testing Corporation's website <http://www.ptcny.com/clients/CHPA>.
2. The online application and appropriate fees for the examination should be submitted at least one month before the candidate's preferred testing date.

Candidates must complete the examination application in full, using your name exactly as it appears on your current government issued photo ID such as a driver's license or a passport. The completed application can be submitted and paid for online at <http://www.ptcny.com/clients/CHPA>.

FEES

Application fees for the Certified Corporate Housing Professional Certification Examination (in U.S. Dollars):

CHPA Member	\$500.00
Non-Member	\$600.00
Rescheduling Fee (see "Changing Your Examination Appointment" on page 4):	\$220.00
Retake Fee (see "Reexamination" on page 5):.....	\$200.00

Visa, MasterCard, American Express, money order, or check are accepted. Please complete the credit card payment form on the online application or follow the on-screen directions to submit a check or money order.

Please make check/money order payable to Professional Testing Corporation.

NOTE: Fee is non-refundable and MUST be submitted with your completed Application.

INTERNATIONAL TESTING

Candidates outside of the United States and Canada must complete and submit the Request for Special Testing Center Form found on the www.ptcny.com homepage. This form must be uploaded to your application no later than 8 weeks prior to the start of the chosen testing period. Fees for testing at an international computer test center (outside of the United States and Canada) are \$100.00 in addition to the examination fee. PTC will arrange a computer based examination at an international test center for you.

EXAMINATION ADMINISTRATION

The Certified Corporate Housing Professional Certification Examination is administered on an ongoing basis, Monday through Saturday, excluding holidays, at computer-based testing facilities managed by PSI. PSI has several hundred testing sites in the United States, as well as Canada. Scheduling is done on a first-come, first-serve basis. To find a testing center near you visit www.ptcny.com/cbt/sites.htm or call PSI at (800) 733-9267. Please note: Hours and days of availability vary at different centers.

You will not be able to schedule your examination appointment until you have received a Scheduling Authorization via email from notices@ptcny.com. Scheduling Authorizations are emailed to candidates within 10 business days after receipt of application. If you do not receive your Scheduling Authorization within 10 business days, please contact PTC at 212-356-0660 so the Authorization can be resent.

ONLINE TUTORIAL

A Tutorial and a Testing Software Demonstration can be viewed online. Go to <http://www.ptcny.com/cbt/demo.htm>. This online Tutorial can give you an idea about the features of the testing software.

SCHEDULING YOUR EXAMINATION APPOINTMENT

Scheduling Authorizations will be emailed to candidates approximately 10 days after the application and fee have been received, reviewed, and processed. The Scheduling Authorization will indicate how to schedule your examination appointment as well as the dates during which testing is available. Appointment times are first-come, first-serve, so schedule your appointment as soon as you receive your Scheduling Authorization in order to maximize your chance of testing at your preferred location and on your preferred date.

If you do not receive a Scheduling Authorization within 10 business days of submitting your application, contact the Professional Testing Corporation at (212) 356-0660 for a duplicate.

You **MUST** present your current driver's license, passport, or U.S. military ID at the test center. Temporary, paper driver's licenses are not accepted. The name on your Scheduling Authorization must exactly match the name on your photo I.D. PTC also recommends you bring a paper copy of your Scheduling Authorization and your PSI appointment confirmation with you to the testing center.

Please note: Candidates have **three (3) months** from the date of application to sit for the examination. After the three-month period, candidates will need to reapply for the examination and pay a rescheduling fee. Please see CHANGING YOUR EXAMINATION APPOINTMENT below.

- **It is the candidate's responsibility to call PSI to schedule the examination appointment.**
- **It is highly recommended that candidates become familiar with the testing site prior to their appointment.**
- **Arrival at the testing site at the appointed time is the responsibility of the candidate. Please plan for weather, traffic, parking, and any security requirements that are specific to the testing location. Late arrival may prevent the candidate from testing.**

CHANGING YOUR EXAMINATION APPOINTMENT

If you need to cancel your examination appointment or reschedule to a different date within your three-month testing period, you must contact PSI at (800) 733-9267 no later than noon, Eastern Standard Time, two business days PRIOR to your scheduled appointment.

A candidate who does not take the examination within their three-month testing period may be rescheduled to a new three-month testing period for an additional fee of \$220.00.

Candidates wishing to transfer to a new testing period need to follow the steps below.

1. Go to <http://secure.ptcny.com/apply>
2. Click "Start New Application".
3. Choose CHPA in the first drop down menu.
4. Fill out the application making sure you answer yes to the question asking if you are rescheduling; you will need your PTC ID number from your original testing period.
5. When you have finished the application, click "Submit Request for Rescheduling Verification" in the Examination and Certification Information section of the application.
6. PTC Support will send you an email letting you know your transfer application was approved and that you can log back into your application and pay the \$220.00 transfer fee.

Call 212-356-0660 if you have any questions regarding the transferring process.

If candidates are unable to attend the examination on the date for which they registered and elect not to transfer to another testing period, the application will be closed and all fees will be forfeited. There will be no refund of fees.

The transfer fee is based on cost and is not punitive in nature. The transfer fee must be paid at the time the request for rescheduling is approved. The candidate is responsible for contacting PSI and canceling the original examination appointment, if one was made. Please note: PSI does not have the authority to authorize refunds or transfers to another testing period – those requests must be directed to PTC at (212-356-0660 or ptcny@ptcny.com).

SPECIAL NEEDS

CHPA and PTC support the intent of and comply with the Americans with Disabilities Act (ADA). PTC will take steps reasonably necessary to make certification accessible to persons with disabilities covered by the ADA. Special testing arrangements may be made upon receipt of the application, examination fee, and a completed and signed Request for Special Needs Accommodations Form, available from www.ptcny.com or by calling PTC at (212) 356-0660. This Form must be uploaded with the online application at least EIGHT weeks before the testing period begins. Please use this Form if you need to bring a service dog, medicine, food or beverages needed for a medical condition with you to the testing center.

Only those requests made and received on the official Request for Special Needs Accommodations Form (found at www.ptcny.com) will be reviewed. Letters from doctors and other healthcare professionals must be accompanied by the official Form and will not be accepted without the Form.

Information supplied on the Request for Special Accommodations Form will only be used to determine the need for special accommodations and will be kept confidential.

RULES FOR THE EXAMINATION

1. All Electronic devices that can be used to record, transmit, receive, or play back audio, photographic, text, or video content, including but not limited to, cell phones, laptop computers, tablets, Bluetooth devices; wearable technology such as smart watches; MP3 players such as iPods; pagers, cameras and voice recorders are not permitted to be used and cannot be taken in the examination room. The test center may have lockers or you may be asked to lock your personal items in your car. For this reason, we suggest that you do not bring personal items with you, other than what is specifically needed for your examination.
2. No books, papers, pens, pencils or reference materials may be taken into the examination room or removed from the testing room.
3. Simple, nonprogrammable calculators are permitted with the exception of calculators that are part of cellular phones, smart phones, etc. A calculator is also available on screen if needed.
4. Bulky clothing, such as hoodies or overcoats, and hats other than those worn for religious reasons may not be worn while taking the examination.
5. No questions concerning content of the examination may be asked during the examination session. The candidate should read carefully the directions that are provided on screen at the beginning of the examination session.
6. Candidates are prohibited from leaving the testing room while their examination is in session, with the sole exception of going to the restroom.
7. Bulky clothing, such as sweatshirts (hoodies), jackets, coats and hats, except hats worn for religious reasons, may not be worn while taking the examination.
8. All watches and "Fitbit" type devices cannot be worn during the examination. It is suggested that these items are not brought to the test center.

Violation of any of the rules listed above may lead to forfeiture of fees, dismissal from testing room, and cancellation of your test scores.

REPORT OF RESULTS

Candidates will receive unofficial, instant score reports after completion of the examination. Candidates are not eligible to use the CCHP credential until their official score report is received. Candidates receive their official score report from PTC by regular mail within two weeks after PTC receives examination data from PSI. Scores on the major areas of the examination and on the total examination will be reported. Successful candidates will also receive certificates from CHPA.

REEXAMINATION

Candidates must wait a minimum of six months between exams. Candidates are allowed to take the examination three times in succession over an 18 month period. Candidates that do not pass the exam after three attempts must wait a minimum of one year before sitting for the examination again. A new Application and the retake fee must be submitted each time.

CONFIDENTIALITY

1. The Professional Testing Corporation will release the individual test scores in writing **ONLY** to the individual candidate.
2. Any questions concerning test results should be referred to the CHPA or the Professional Testing Corporation.

CONTENT OF EXAMINATION

1. The Certified Corporate Housing Professional Certification Examination is a computer-based examination composed of a maximum of 100 multiple-choice, objective questions with a total testing time of two (2) hours.
2. The content for the examination is described in the Content Outline below.
3. The questions for the examination are obtained from individuals with expertise in corporate housing and are reviewed for construction, accuracy, and appropriateness by the CHPA.
4. Exam preparation study tips and materials can be found at www.chpaonline.org/cchp.
5. CHPA, with the advice and assistance of the Professional Testing Corporation, prepares the examination.
6. The Certified Corporate Housing Professional Certification Examination will be weighted in approximately the following manner:

I. Operations.....	37%
II. Financial Management.....	26%
III. Marketing and Sales.....	37%

CONTENT OUTLINE

- I. Operations (37%)**
 - A. Business Strategy
 1. Philosophy
 2. Standard Operating Procedures
 3. Current Community and Association Activities
 4. Strategic Planning
 - a. Goals
 - b. Budgeting
 - c. Marketing
 - d. Mission and Vision Statements
 - B. Product and Inventory Flow
 1. Leasing
 - a. Standard Practices
 - b. Other
 2. Financial Goals/Applying "Demand to Supply"
 3. Communicating Information to Sales and Operations
 4. Apartment Inventory Control
 - C. Ethics and Legal
 1. Corporate Housing Association Code of Ethics
 2. PCI Compliance
 3. Fair Housing
 4. Taxes
 5. Interpreting Apartment Community Lease Documents
 - D. Data System
 1. Personal Computer Functions
 2. Recordkeeping Systems
 3. Information Technology
 - a. CRM
 - b. Property Management Software

c. Accounting Packages

- E. Management of Guest Services
 - 1. Daily Schedules
 - 2. Customer Service Standards
 - 3. Apartment Content Inventory (furniture, house wares, utilities, etc.)
 - 4. Housekeeping Procedures (weekly or biweekly housekeeping, turn cleans, final cleans, etc.)
 - 5. Apartment Set-Up and Tear Down Procedures
 - 6. Resident Arrival and Departure Procedures
 - 7. Emergency Response Procedures
 - a. Bed Bugs
 - b. Other
- F. Employee Human Resources Policy and Legal Requirements
 - 1. Legal Hiring Requirements
 - 2. Hiring Guidelines
 - 3. Training Procedures

II. Financial Management (26%)

- A. Financial Statements
 - 1. Profit/Loss Statements
 - 2. Daily Financial Reports
 - 3. Budgeting Process
 - 4. Occupancy, Rate, and Profitability Calculations
- B. Financial Reports
 - 1. Future Expense and Revenue Projections
 - 2. Historical Expense and Revenue Data
 - 3. Acceptable Accounting Principles
 - 4. Strategic Business Goals
- C. Cash Flow Management
 - 1. Accounts Receivable Process
 - 2. Accounts Payable Process
 - 3. Standard Collection System
 - 4. Auditing Information for Accuracy
 - 5. Posting Money into Correct Accounts

III. Marketing and Sales (37%)

- A. Market and Industry Awareness
 - 1. Consumer and Company Trends
 - 2. Comparing Competitive Bids
 - 3. Demographics
 - a. Generations X, Y, Baby Boomers
 - b. Geographic
 - 4. Competitive Market Analysis
 - 5. Government
 - 6. Relocation
 - 7. Insurance
- B. Strategic Sales Plan
 - 1. Communicating and Projecting Corporate Image
 - 2. Business Development
 - 3. Client Retention
 - 4. Standard Selling Procedures
 - 5. Budgets
- C. Increasing Profitability
 - 1. Sales Goals

2. Performance Level
 3. Price Strategy
 4. Vacancy Management
- D. Cultivation of Relationships
1. Sales Cycle and Components
 2. Developing New Markets
 3. Understanding Corporate Culture
 4. Client
- E. Website/Social Media/Advertising
1. Pay Per Click
 2. Organic Searching
 3. Search Engine Optimization (SEO)
 4. Market Share
 5. Facebook
 6. LinkedIn
 7. GDS

SAMPLE EXAMINATION QUESTIONS

In the following questions, choose the one best answer.

1. Which of the following is a protected class under the Fair Housing Act of 1968?
 1. Race
 2. Income
 3. Marital status
 4. Bankruptcy status
2. The amount spent on property rent can be found on the
 1. budget report.
 2. balance sheet.
 3. occupancy report.
 4. profit and loss statement.
3. What is the objective of an initial sales appointment?
 1. Meet the client
 2. Present as much information about product and service as possible
 3. State ability to meet or beat any prices received from the competitors
 4. Uncover the corporate housing needs of the client to be prepared with a solution for the second meeting

CORRECT ANSWERS TO SAMPLE QUESTIONS

1. 1; 2. 4; 3. 4

REFERENCES

References and other study material can be found on the CHPA website. Please visit their website, <http://www.chpaonline.org/cchp> for more information.

THE ONLINE PRACTICE TEST IN CORPORATE HOUSING

- WHAT IS IT** A practice test consisting of 25 questions with a testing time of 1 hour taken over the Internet.
- WHY TAKE IT** To experience taking a computerized exam, to review an example of the type of content included in the Certified Corporate Housing Professional Certification Examination, and to learn more about question format, style, and level of difficulty.
- SCORE REPORT** After completing the online practice test, you will receive an instant score report showing test performance in each of the content areas. The score report does not provide correct answers or indicate which questions were answered correctly and incorrectly. Once the practice test is scored, you cannot return to the test to review the questions.

NOTE: The online practice test is an optional tool candidates may use as they prepare for the certification examination. While the practice test may help candidates identify areas of strengths and weakness, it should not be used as the only means to determine candidate preparedness or readiness to test. Since the practice test is NOT intended to be a study guide nor the sole source of preparation for the actual certification examination, candidates are NOT provided with the answer key, rationales for each question, nor notification of which specific items were answered correctly or incorrectly.

Though the specific questions that are on the practice test will not appear on the actual certification examination, it allows candidates to become familiar with the style of questions that may be asked. The instant score report received after practice test submission shows overall test performance as well as performance in each of the content areas. Candidates may find this information useful in determining future study needs. Once the practice test is scored, candidates cannot return to the test to review the questions. Performance on the practice test does not guarantee similar performance on the actual certification examination.

The PTC Online Testing System does not demonstrate the testing software used during the certification examinations. Those who purchase the online practice test should be aware that they will use a different testing platform when they take certification examinations at designated proctored testing centers.

The practice test is not a requirement for certification eligibility nor does it contribute in any way to success on the certification examination. There are many ways candidates should prepare for the certification examination. Candidates should use a variety of resources and consider their own education and experiences. Review the content outline and reference materials listed in the handbook for additional exam-related information.

CONTENT INCLUDED

- I. Operations
- II. Financial Management
- III. Marketing and Sales

- FEE** The online practice exam is included in the application fee and is available free of charge to candidates. Upon approval of your application you will receive a coupon code and instructions to take one free attempt of the Online Practice Test for Corporate Housing Professionals from PTC.

If you are interested in taking the practice test only, or wish to retake the practice test the fee is \$50 payable by credit card only. ***Please note: There is only one version of the practice exam available; questions will be the same if you take the practice exam more than once.***

- HOW TO APPLY** Go to <https://secure.ptcny.com/webtest/> and follow directions on how to apply online.

- FURTHER INFO** Visit www.ptcny.com or call Professional Testing Corporation at 212-356-0660.