

American Hotel & Lodging



Association

upon the recommendation of the

Certification Commission

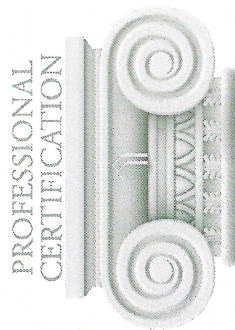
hereby recognizes

Phuong D. Ngo

as a

Certified Front Desk Representative

attesting to successful completion of the knowledge and experience requirements, reflecting a commitment to maintaining the highest standards of competence as a hospitality professional.



Matthew Lujan

President & Chief Executive Officer

October 15, 2015

Issue Date

Indefinite

Expiration Date