



Certified Hospitality Digital Marketer (CHDM) Certification Application

Created by hoteliers for hoteliers, the globally-recognized CHDM distinguishes digital marketing professionals for their expertise in leveraging digital channels to maximize online revenues. It is administered by the Hospitality Sales and Marketing Association International (HSMAI).

The study guide for the exam, *Hospitality Digital Marketing: A Field Guide for Navigating Today's Digital Landscape*, is included in the application & exam fee. The book is regularly updated by HSMAI's Marketing Advisory Board.

The CHDM's Benefits

The CHDM designation is recognition that you are an experienced professional in the field of digital marketing for hotels, and have the knowledge, experience, and capabilities to:

- Exhibit expertise in most tactical areas of digital marketing
- Proficiently create basic strategic initiatives
- Utilize the analytical and management tools necessary to communicate results
- Execute effective hospitality digital marketing plans

Become a CHDM

The CHDM certification is a two-part process. First you must complete the CHDM application to demonstrate your eligibility. Eligibility is determined through the application, which requires a minimum of 50 points.

Once your application is approved, you may take the online exam at a time of your choosing, as long as it is within twelve (12) months of having your application approved.

Applications must be submitted in English. You may apply at any time.

Fees

Fees are non-refundable and non-transferable.

| | <i>HSMAI Members</i> | <i>Non-Members</i> |
|------------------------|----------------------|--------------------|
| Application & Exam Fee | \$450 USD | \$625 USD |
| Re-Examination Fee | \$45 USD | \$45 USD |
| Recertification Fee | \$150 USD | \$200 USD |

The CHDM Exam

The CHDM exam is online. You will have sixty (60) minutes to answer fifty (50) questions. All questions are based on the study guide, *Hospitality Digital Marketing: A Field Guide for Navigating Today's Digital Landscape*.

Keep Your CHDM Current: Recertification

CHDMs are required to renew their certification every two years.

To be recertified, there is NO exam! However, a minimum number of points for continuing education and industry involvement are required. All points must have been earned since the date of your initial CHDM certification or last renewal.

Certifications expire on December 31, two years from the year of your original certification (e.g., if you certified in 2020, regardless of which month of the year, your certification is due for renewal by December 31, 2022).

Reminders to recertify are emailed throughout your renewal year. Those reminders will guide you through the recertification process.

[Learn more](#) about recertification.



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I. APPLICANT INFORMATION

| | |
|--------------------------------------|---|
| Date of Application | |
| Full Name | |
| Job Title | |
| Employer | |
| Mailing Address | |
| City, State/Province | |
| Zip/Postal Code | |
| Country | |
| Phone | () |
| Email | |
| LinkedIn Profile Address | |
| Years Worked in Hospitality Industry | |
| How did you hear about the CHDM? | <input type="checkbox"/> My boss or a co-worker <input type="checkbox"/> Local HSMAI chapter <input type="checkbox"/> Email promotion <input type="checkbox"/> Social media <input type="checkbox"/> Other: _____ |

II. PROFESSIONAL EXPERIENCE – 3 points minimum | 9 points maximum

List all professional experience in the hospitality industry. Claim 3 points for each year of experience.

| Job Title | Employer | Dates of Experience | Points |
|--------------------------------|----------|---------------------|--------|
| | | | |
| | | | |
| | | | |
| Total Experience Points | | | |

III. ON THE JOB RESPONSIBILITIES – 3 points minimum | 25 points maximum

Candidates must have had some on-the-job responsibilities in digital marketing **in the last three (3) calendar years**. Points may be earned through as many of the following responsibilities as are applicable to the candidate.

Marketing Budget Development...Have a Strategic role in the development of an annual marketing budget:

- under \$100,000 – 3 points
- between \$100,000 - \$500,000 – 6 points
- between \$500,000 - \$1 million – 9 points
- above \$1 million – 12 points

Directing Marketing for Properties... Have a strategic role in directing marketing for:

- 1 - 3 properties – 3 points
- 4 - 9 properties – 6 points
- 10 or more properties – 9 points

Relationship Management

- Spend at least 25% of your time managing OTA, social media, reputation management, agency, and/or vendor relationships for a property(s) – 3 points

Time Spent on Digital Marketing Initiatives

- Spend 25-50% of your time on digital marketing initiatives – 3 points
- Spend 50-75% of your time on digital marketing initiatives – 6 points
- Spend 75-90% of your time on digital marketing initiatives – 9 points
- Spend 90-100% of your time on digital marketing initiatives – 12 points

| Responsibility | Dates of Responsibility | Points |
|--------------------------------------|-------------------------|--------|
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| | | |
| | | |
| Total Responsibilities Points | | |

IV. INDUSTRY SUPPORT ACTIVITIES – No minimum | 10 points maximum

A. Membership in an Industry Association

- Member of HSMAI – 2 points per year
- Member of another hospitality industry association – 1 point per year

| Association Name | Dates of Membership | Points |
|--------------------------------|---------------------|--------|
| | | |
| | | |
| Total Membership Points | | |

B. Leadership in an Industry Organization

- Member of HSMAI Executive Committee or Board at the Regional or Global level – 10 points
- President of an HSMAI professional chapter – 10 points
- President of an HSMAI collegiate chapter – 5 points
- Other officer or director of an HSMAI chapter – 5 points per year served
- HSMAI chapter committee member – 2 points per year served
- HSMAI Advisory Board member – 5 points per year served
- Officer or committee chair of another hospitality industry association – 1 point per year

| Association Name | Your Role | Dates of Service | Points |
|--------------------------------|-----------|------------------|--------|
| | | | |
| | | | |
| Total Leadership Points | | | |

C. Published Articles

- Author a published article on digital marketing – 1 point per article
- Be published in an academic, peer-reviewed journal – 3 points per article

| Article Title | Publication | Date of Publication | Points |
|--------------------------------|-------------|---------------------|--------|
| | | | |
| | | | |
| | | | |
| Total Publishing Points | | | |

D. Presentations at Industry Programs/Meetings

- Present at industry programs and meetings – 1 point per presentation

| Presentation Title | Program/Meeting Name | Date of Program/Meeting | Points |
|------------------------------|----------------------|-------------------------|--------|
| | | | |
| | | | |
| | | | |
| Total Speaking Points | | | |

V. EDUCATION – 20 points minimum | No maximum

A. Higher Education Coursework

- Post-graduate Hospitality or Business Administration degree (e.g., MA, MBA, MS, PhD) – 30 points
- Post-graduate degree, other than Hospitality or Business Administration – 20 points
- Bachelor’s degree in Hospitality Administration – 40 points
- Bachelor’s degree, other than in Hospitality Administration – 30 points
- Associate’s degree in Hospitality Administration – 20 points
- Associate’s degree, other than in Hospitality Administration – 10 points
- College-level professional development digital marketing course – 1 point per completed course

| Degree or Course Name | Institution | Dates of Study | Points |
|--------------------------------------|-------------|----------------|--------|
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| | | | |
| | | | |
| Total Higher Education Points | | | |

B. Professional Development

You may claim points for actual clock time of qualifying professional development coursework up to 8 credits per day. For example, 1½ hours of qualifying education equals 1.5 CHDM credits.

All professional development education is acceptable as long as it is directly related to digital marketing. It must also meet the guidelines below.

Acceptable professional development education include conferences, workshops, seminars, or classes offered by:

- HSMIAI
- Brands or management companies
- Other hospitality industry-specific organizations (e.g., HEDNA, HFTP)
- Other digital marketing education providers (e.g., Google, TripAdvisor, service providers)

The following are NOT eligible for CHDM application or recertification credit:

- General software/training courses
- Expo hall hours
- Networking receptions
- Breaks between educational sessions
- Product-specific promotional demonstrations

Find point-earning non-academic coursework opportunities at:

- <https://global.hsmia.org/events/>
- <https://global.hsmia.org/education/>
- <https://americas.hsmia.org/events/conference-videos/>

- <https://americas.hsmi.org/membership/chapters/>

| Professional Development Course Name | Presenting Organization | Date(s) | Points |
|--|-------------------------|---------|--------|
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| Total Professional Development Points | | | |

VI. ADDITIONAL CERTIFICATIONS – No minimum | No maximum

You may claim points for other certifications that you hold within the hospitality industry including:

- [Certified Revenue Management Executive \(CRME\)](#) – 5 points
- [Certified in Hospitality Business Acumen \(CHBA\)](#) – 5 points
- [Certified Revenue Management Analyst \(CRMA\)](#) – 5 points
- Certified Meeting Professional (CMP) – 5 points
- Certified Hotel Administrator (CHA) – 5 points
- You may also claim 5 points per digital marketing certification, including but not limited to: Google AdWords Certification; SEO Certification; Omniture Certification; and, eMarketer certifications.

| Certification | Date Awarded | Points |
|-----------------------------------|--------------|--------|
| | | |
| | | |
| Total Certification Points | | |

VII. POINT TOTALS

Enter your point totals from each section above. You must have a minimum of 50 points to submit this application.

| Section | Points Per Section |
|---|--------------------|
| Professional Experience | |
| On-the-Job Responsibilities | |
| Membership in an Industry Organization | |
| Leadership in an Industry Organization | |
| Published Articles | |
| Presentations at Industry Programs/Meetings | |
| Higher Education Coursework | |
| Professional Development | |
| Additional Certifications | |
| Total Cumulative Points | |

PAY THE APPLICATION & EXAM FEE

Fees are non-refundable and non-transferable.

| | <i>HSMIA Members</i> | <i>Non-Members</i> |
|------------------------|----------------------|--------------------|
| Application & Exam Fee | \$450 USD | \$625 USD |

SUBMISSION INSTRUCTIONS

To pay by credit card:

Send the completed application via email to ktindell@hsmia.org. Kathleen Tindell will send you instructions to pay online.

To pay by check, mail your application and check to:

HSMIA
7918 Jones Branch Dr
Suite 300
McLean, VA 22102
USA

To pay by wire transfer, contact Kathleen Tindell for instructions:

Kathleen G. Tindell, HSMIA University Program Director
703-506-2010 | ktindell@hsmia.org