



# **Certified Building Service Executive**

An Essential Industry Certification Program for  
Building Service Contractor Executives

Credibility...Excellence...Professional Achievement...



Certified  
Building Service  
Executive

Only building service professionals who demonstrate the desire to excel, the dedication to serve and proven industry competence will earn this designation.

By earning the CBSE designation, you'll become part of an elite group of building service professionals worldwide and the rewards will be plentiful.

Isn't it time to demonstrate  
YOUR commitment to excellence?

## BSCAI's Certified Building Service Executive Designation... The Most Prestigious Symbol of Excellence in the Building Service Contracting Industry

### Take the Next Step – Become a CBSE

#### Be a Part of an Elite Group of Professionals

The CBSE designation is a symbol of accomplishment and is recognized with great respect by other building service contractors and customers throughout the industry. After successfully completing the program, you may use your designation on business cards, personal stationery and in company brochures and proposals — wherever your name appears.

#### Advance Your Career and Increase Your Profits

In this era of increased competition, clients and prospective customers alike seek credentials that substantiate knowledge and experience. Your competitors already know that the CBSE designation provides a “competitive edge.” Use that edge to significantly enhance your prospects for career advancement and opportunities.

#### Expand Your Knowledge

Applicants must successfully complete and pass a comprehensive, full-day examination. By using the CBSE examination preparatory materials available from BSCAI, you gain a thorough knowledge of building service contracting in every aspect of this profession.

### Getting Your CBSE Designation: A Four-Step Process

**1. The Application** – Complete the CBSE application found at [www.bscai.org](http://www.bscai.org) and submit it to BSCAI Headquarters with your certification fee of \$350 (if you are paying by check, download and print the application form and mail to BSCAI Headquarters with your payment). Your enrollment in the Certification Program — and any information you provide on the CBSE application — is kept confidential prior to your attainment of the CBSE designation. The application remains valid for a period of one year, during which the remaining steps in the process must be completed. Failure to submit to the examination process within one (1) year from the date of your application will require re-application and fee payment.

**2. Preparing for the Examination** – After filing your application with BSCAI Headquarters, visit the BSCAI online store, at [www.bscai.org](http://www.bscai.org), to order the CBSE preparatory materials. Then set up your own personal study schedule to prepare for your examination.

**3. The Examination** – The next step is to take the CBSE examination. *The CBSE exam is only offered in English.* You have the option of taking the examination by proctor or on a test date scheduled in conjunction with the BSCAI Annual Convention & Trade Show.

**4. Passing/Retesting** – Your examination will be graded by BSCAI's Certification Department. Candidates must achieve a minimum passing score of 70% on each of four (4) sections. Any section that a candidate does not pass must be taken again within one (1) year.

### CBSE Eligibility Requirements

- You must be an executive of a building service contracting firm who actively performs policymaking and managerial functions.
- You must have acceptable character, ability and reputation.
- You must pledge in writing to adhere to the BSCAI Code of Ethics (see [www.bscai.org](http://www.bscai.org)).
- You must have been in the building service field for a minimum of three (3) years before making application for certification and must have been in a management capacity for at least two (2) of those years.

### Exam Preparation

You are encouraged to study for the examination by using the CBSE Preparatory Package, the Building Service Management Program and other available educational materials. CBSE applicants can purchase the preparatory package and many other educational materials on BSCAI's online shop at, [www.bscai.org](http://www.bscai.org).

### Taking the Exam

The CBSE examination is prepared and updated regularly by BSCAI's Certification and Registration Board. The examination process begins at 8:45 a.m. and ends at 5:00 p.m. BSCAI schedules examination dates each year in conjunction with its Annual Convention & Trade Show. These scheduled tests are proctored by BSCAI staff.

Examinations may also be taken by a proctor in your hometown. To do so, you must submit the name, address and phone number of your chosen proctor to [certification@bscai.org](mailto:certification@bscai.org) for verification at least four (4) weeks before your preferred examination date. You would be responsible for paying any fees charged by the proctor for administering the examination. BSCAI requires that the proctor be a professional educator who is not employed as a building service contractor, manufacturer or distributor of sanitary supplies.

### Awarding the Designation

Your completed examination is scored by the Certification Department. Candidates must achieve a minimum passing score of 70% in each section of the examination. Any section that a candidate does not pass may be taken again within one year. A \$75 re-examination fee will be assessed.

You are notified of your final score by the Certification Department. Additionally, press releases from BSCAI Headquarters are made available to you, which you may submit to your local media.

*"Obtaining my CBSE is a statement to my peers, clients and prospective customers that I take my profession seriously."*

— Robert Swan, CBSE  
Mid-American Cleaning Contractors  
Columbus, Ohio

### Subjects covered in the CBSE examination are as follows:

Arbitration  
Accounting & Bookkeeping  
Bidding & Estimating  
Bonding  
Budgeting  
Business Law  
Business Structure  
Communications  
Customer Relations  
Employee Benefits  
Employee Motivation  
Employee Recruitment  
Employee Relations  
Employee Retention  
Employee Scheduling  
Employee Training  
First Aid  
Fiscal Controls  
Inspection & Rating  
Insurance  
Inventories  
Labor Law  
Office Management  
Marketing & Sales  
Public Relations  
Purchasing  
Quality Control  
Safety & Fire  
Taxes  
Technology of the Industry  
Trade Practices  
Unions  
Warehousing

Start the process today — apply online at [www.bscai.org](http://www.bscai.org).

*“Having the CBSE designation provides a level of distinction and respect that cannot be found anywhere else in the industry.” — Dan Boucher, CBSE, Commercial Property Services, Wellesley Hills, Massachusetts*

## Fees

**Certification Fee  
(at time of application): \$350**

**Re-examination Fee: \$75**

**Renewal Fee (every three years): \$125**

*All fees are not refundable or transferable.*

## Use of the CBSE Designation

CBSEs can use the designation with their name on company letterhead, business cards and other appropriate advertising. Certification is, however, for individuals only. The CBSE designation may not be used to imply that any building service contracting firm is certified.

## Maintaining the CBSE Designation

Continuing education is essential in order to maintain professionalism in any business practice. Therefore, as a CBSE, you are required to demonstrate your continuing education efforts. CBSEs must accumulate 40 professional credits and submit a completed recertification form to BSCAI's Certification Department every three (3) years. Credits are earned for the following activities:

1. Membership in BSCAI.
2. Participation in BSCAI educational programs.
3. Successful completion of relevant college and university courses.
4. Attendance at BSCAI conventions, seminars and Webinars.
5. Participation in education programs of other industry organizations.
6. Participation in other industry-related management programs.
7. Other activities as approved by the Certification and Registration Board, including giving speeches, writing articles on building service contracting, contributions to trade publications on building service contracting, authoring of publications, and completion of relevant home-study courses.

The credit-value of activities is determined by the Certification and Registration Board. During

the review of your recertification form, the Certification Department may request additional information from you to validate activities or to determine credit-value.

A recertification form will be forwarded to you in the mail upon receiving the CBSE designation. Your recertification form must be mailed to the Certification Department by July 1 of your renewal year. No later than June 1 of your renewal year, a certified letter will be sent to you if you have not filed your recertification form. Your renewal date is July 1 of the last year that appears on your CBSE plaque.

Upon receipt of the recertification fee and verification of the professional credits earned, new certification will be issued.

## Reinstatement

The Certification and Registration Board has set the following policy for CBSEs failing to renew their designation as required every three (3) years:

Contractors who do not acquire a sufficient number of professional credits by their July 1 renewal date will be notified in writing that their designation has been terminated.

Such persons can no longer use the CBSE designation and will not be listed as a CBSE with BSCAI until such time that the contractor:

1. Re-submits to the process of acquiring the designation and successfully meets again the designation criteria by personal data information and examination, or,
2. Acquires professional credits at a rate equal to 14 per year for every year since receiving the designation or since the last date of successful designation renewal.

## Designation Suspension or Revocation

If you do not acquire a sufficient number of professional credits toward designation maintenance, you will have your designation terminated. Your designation may also be revoked for failure to abide by the BSCAI Code of Ethics. In such cases, you will be offered a hearing by the Certification and Registration Board and notified of the views of

the complainant and of the hearing date and location. Notice shall be given to you at least 30 days in advance of the hearing.

## Life Certification

All CBSE designees, upon reaching the age of sixty-two, are designated for life. No further reporting is necessary other than notifying the Certification Department, in writing, of meeting the age requirement.

## Administration

Responsibility for this Certification Program rests with the Certification and Registration Board. The Board is composed of BSCAI members holding the CBSE designation who are appointed by the President of BSCAI with the approval of the BSCAI Board of Directors. The program is administered by a BSCAI employee appointed by BSCAI's Executive Vice President.

The qualification of candidates for the CBSE designation is based strictly on compliance with criteria as established by the Certification and Registration Board. It is not the intent of the Certification and Registration Board to determine who can or cannot practice as a Building Service Executive. The Board specifically disclaims any intention to interfere with or limit, in any way, the professional activities of anyone in the practice of building service contracting. That a person is not certified does not indicate that he or she is unqualified as a building service executive, only that such individual has not fulfilled the requirements for the CBSE or has not applied for the designation.



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