



Anti-Bias eStart™

Protect Your Brand Through Education.

<https://foodservicetrainingportal.com/antibias>

Change the service culture.

Addressing bias with education, awareness & action.

ABOUT 70% OF FOODSERVICE EMPLOYEES SURVEYED EXHIBITED SOME FORM OF UNCONSCIOUS BIAS*.

We all have a level of implicit bias and sometimes we act on it without even knowing it. Overcoming attitudes and stereotypes based on characteristics



such as race, age, gender, ethnicity, religion or appearance takes a conscious effort by individuals- especially in the foodservice and retail industries where client-facing interactions and team-based service are the norm. Challenge employees to examine the motivations behind their language and decisions and ensure they are expressing your values to your customers.

U.S. FOODSERVICE EMPLOYEES RANKED THIRD AS HAVING THE HIGHEST LEVEL OF UNCONSCIOUS RACIAL BIAS*.

With **Anti-Bias eStart™**, operators can provide a top-down message to employees with awareness and actionable advice that can help to combat both conscious and unconscious biases in the workplace. This proactive approach to a positive workplace culture addresses implicit bias, promotes conscious inclusion and reduces exposure to discrimination-based liability. Teaching a bias-free message through **Anti-Bias eStart™** provides an opportunity to positively influence employee behaviors and prevent possible missteps before they occur.

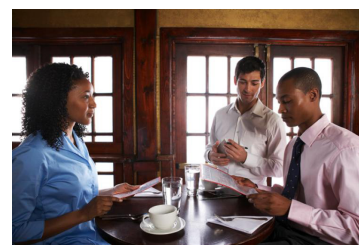
*Harvard University/Project Implicit survey, 2011

BUILD A POSITIVE WORKPLACE CULTURE.

Employees are a crucial resource for any business. In foodservice and hospitality, they are the front line and represent your concept to your customers. Ensure your staff is interacting your customers without bias while also providing strategies to address and counteract biased perceptions and assumptions.

Key Course Takeaways:

- Defining & Understanding Bias: Conscious & Unconscious
- Recognizing Macro- & Micro-Aggressions
- Identifying & Eliminating Bias
- Creating a Bias-Free Workplace
- Building an Inclusive Organization to Serve Diverse Customers
- Printable, Personalized Certificate of Completion for each student



Anti-Bias eStart™ is available for \$399.00. For this purchase price, a location will receive access to the course for 50 employees as well as the benefits of our Learning Management System for record management and data storage of the operation's training statistics. Seats do not expire and are valid until used.



Foodservice Training Portal is a Sysco Solutions and Services Partner since 2015. Sysco customers are eligible for discount rates on Foodservice Training Portal products.