



# Hospitality eStart™

Elevate Your Service with Hotel & Resort Employee Training.

<https://foodservicetrainingportal.com/hospitality>



# Master the Art of GUEST SERVICES



Integrate this 4-part Hospitality Training Series for your housekeeping, valet, front desk and facilities staff.

## Content

Redefine hospitality standards with **Hospitality eStart™**. This hotel and resort employee training series is designed for both those starting out and seasoned professionals in the industry. Through this interactive series of 4 15-20 minute micro-courses, employees acquire



skills that make them a valuable asset to any hospitality establishment, from hotels and resorts to restaurants and event venues.

In the ever-evolving world of hospitality, providing exceptional guest experiences is of paramount importance. Take pride in offering top-notch guest experiences, maintaining impeccable cleanliness standards, and mastering the art of environmental health. Let our online training series empower your staff with the knowledge of proper procedures and best practices as well as instruction on the skills needed to stand out in this dynamic industry.

## Benefits

With implementation of **Hospitality eStart™**, your operation can see the following benefits:

- Enhanced Guest Satisfaction
- Improved Health and Safety
- Greater Brand Reputation and Trust
- More Efficient Housekeeping Operations
- Increased Cost Savings
- Gain a Competitive Industry Advantage

## Lessons

- **LESSON 1: Cleaning, Sanitizing, & Laundry**  
Learn the importance of cleanliness in the hospitality industry, proper cleaning and sanitizing procedures and laundry procedures and best practices.
- **LESSON 2: Environmental Health**  
Understand how using best practices and proper procedures for cleanliness and disinfection ensures the safety and well-being of guests, staff, and the surrounding environment.
- **LESSON 3: Housekeeping Inspections**  
Explore the correct procedures for inspecting guest rooms & public areas while identifying areas that require improvement. Learn to develop and implement a corrective action plan.
- **LESSON 4: Guest Services**  
Learn best practices for delivering exceptional guest experiences. Gain communication techniques for handling guest complaints and inquiries and build effective teamwork skills for delivering outstanding service.



**Hospitality eStart™** access is available for \$349/year for up to 30 students.

