



Hotel Training for Every Aspect of Your Operation

We hope you had a chance to meet with our team from the American Hotel & Lodging Educational Institute (AHLEI) during the recent CHIEF conference. We want to be sure you had all the information you need about some of our new programs, as well as our global best seller: Guest Service Gold®.



Guest Service Gold trains employees on key traits essential to delivering high-caliber service. Available in print or online formats, in English or Spanish, and with versions for hotels and tourism, Guest Service Gold prepares employees to earn the Certified Guest Service Professional (CGSP) designation.

www.AHLEI.org/GuestServiceGold



Understanding Unconscious Bias is a new online training that is part of ServSafe Workplace, a new suite of learning aimed at creating a positive, respectful work environment for employees and guests. This training educates learners about unconscious bias with hospitality industry-specific examples presented through modules for employees and managers.

www.AHLEI.org/Unconscious-Bias



Hospitality Manager: Leadership is our newest program—the first course in an online learning suite aimed at improving the skills of aspiring, new, and current hotel managers. With hospitality-specific content, participants develop their leadership skills to build a positive workplace culture, align operations with organizational goals, and employ emotional intelligence to connect with employees.

www.AHLEI.org/Leadership