

VIDEO TAPES

GENERAL

“**There’s A Place For You Here**” - 16 minutes - lodging orientation program giving insight on hospitality careers from industry workers.

“**Hospitality - A World of Opportunities**” - illustrates and promotes careers in the lodging industry.

ADA

“**Full Access - Making Your Property ADA Compliant**” - 19 minutes - designed to alert, educate, and provide remedies to managers, engineers, and staff regarding physical access issues related to ADA.

“**Breaking Down Barriers**” - 26 minutes - how to build awareness and build the skills needed to service hotel guests with disabilities.

“**Stars of Hospitality**” - 20 minutes - how people with disabilities can be productive, capable, and valuable employees.

DIVERSITY

“**Diversity Works**” - 22 minutes - helps define diversity, explain its importance, and showcases skills and attitudes to embrace it.

ENERGY

“**Energy Saving Tips for Lodging**” - 18 minutes - includes simple, no-cost steps to reduce energy bills, long-term strategies for energy efficiency, energy-saving devices with quick ROI, and where to find additional guidance, tools, and support.

FOOD & BEVERAGE

“**Bar Code - Serving Alcohol Responsibly**” - 45 minutes (4 tapes) - training kit covering the legal responsibilities, physical effects of alcohol, techniques for responsible serving, and service in difficult situations.

“**Better Banquets - Basic Service Skills**”.

“**Quality Service Skills**” - two part training program for servers from preparation to take an order through completion of service.

“**Serving Alcohol With Care**” .

“**Suggestive Selling**” - 16 minutes.

FINANCIAL MANAGEMENT

“**Revenue Management**” - 31 minutes - covers from forecasting to implementation.

“**Yield Management - Forecasting**” - 30 minutes.

“**Yield Management - Strategies and Tactics**” - 30 minutes.

FRONT OFFICE

“**10” Trainer - Front Office**” - covers common front office situations relating to guest interaction.

“**Economy Operations - At Your Service Plus**” - 20 minutes - covers front office skills for economy lodging from check-in to check-out.

“**Front Office Quality Service - From Check-In To Check-Out**” - 24 minutes.

“**Front Office Quality Service - Suggestive Selling**” - 13 minutes - covers items from what the employee’s sales role is to upselling.

“**Full Service Operations: At Your Service**” - 20 minutes - comprehensive overview of ways to deliver superior guest service from check-in to check-out.

GUEST SERVICES

“**Guest Relations: Aiming To Please**” - 21 minutes - staff training on everything from personal appearance to handling complaints.

“**Managing Quality Guest Service**” - 13 minutes.

HOUSEKEEPING

“**Housekeeping: Quality Guestroom Cleaning**” - 26 minutes.

SAFETY & SECURITY

“**10” Trainer - Security**” - 7 segments reflecting common security situations designed to start discussions with employees on a variety of problem areas.

“**Planning for Emergencies**” - 21 minutes - covers help to design, develop, and implement a successful emergency plan.

SAFETY & SECURITY (cont'd.)

“Safety & Security: Everyone’s Job” - security and loss prevention for properties and guests.

“Security: Employee Awareness & Problem Prevention” - 15 minutes - how to improve security by informing guests, eliminating hazards, and deterring suspicious activities.

“Security: Key Control & Guest Privacy Today” - 15 minutes - how to maintain security by controlling access to keys and guest information.

“Security Awareness” - 16 minutes - language free trainer.

“Workplace Violence - Addressing Workplace Violence In The Lodging Industry” - 22 minutes - recognizing risks, preventing robberies, defusing potentially violent situations, and recovering from a violent episode.

SALES

“A Winning Formula” - 8 minutes - how-to’s of selling, importance of property knowledge, selling strategies, and effective ways to close a deal.

SUPERVISORY

“Conducting Orientation and Training” - 12 minutes - how to develop a good working relationship from the start with new employees by giving effective techniques for welcoming the trainee.

“Handling Problems and Conflict” - 10 minutes - how to evaluate problems as they arise and resolve them efficiently by defining strategies to prioritize and implement solutions

“Improving Communication” - 12 minutes - illustrates types of positive interaction and approachability that are major elements in all areas of management and customer service.

“Improving Employee Performance” - 9 minutes - shows supervisors the essentials for fine-tuning employee skills (e.g. setting standards, coaching, counseling, and conducting performance reviews).

“Leadership” - 8 minutes - outlines key points of successful leadership in hospitality.

“Motivation and Team Building” - 7 minutes - techniques for effective motivation and team building to lower turnover rates and absenteeism, while improving guest service.

SUPERVISORY (cont'd.)

“Staffing and Scheduling” - 9 minutes - how to recruit for maximum performance, forecast schedules, develop work schedules, arrange staff positions, and evaluate procedures.

“Time Management” - 11 minutes - shows supervisors what it takes to make every minute count.

“You As A Supervisor” - 8 minutes - highlights key elements and skills needed for successful management.

WATER MANAGEMENT

“Water Analysis Techniques Equal Results” - 18 minutes - conducting water analyses/audits to promote water efficiency.