

## Description

**Elements of Service: Serving Guests With Disabilities** is an online learning program designed to train guest-facing hotel employees in best practices for serving guests with physical disabilities (vision, hearing, and mobility impairments).

The goal of this course is to ensure that service providers feel confident and equipped to handle service interactions with hotel guests who are disabled—without the uncertainty, confusion, and missteps that often characterize the experience of both service providers and hotel guests with disabilities.



**Elements of Service** presents learners a broad variety of service situations for guests with disabilities, where uninformed actions can cause distress or even danger. From the point of entry and check-in to food service and at touchpoints throughout a hotel visit, service providers learn the communication skills and tools that will create outstanding service interactions with this fast-growing guest population.

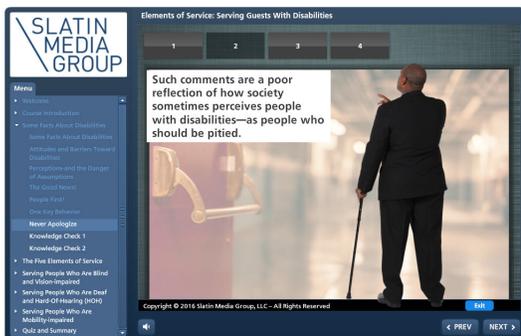
The interactive program enables learners to:

- Describe and apply the Five Elements of Service, a process to ensure effective service interactions with guests who have disabilities.
- Explain the breadth of disability in the United States.
- Engage guests with disabilities in useful dialogue.
- Practice specific actions to serve people with disabilities effectively and confidently.

Elements of Service is published by Slatin Media Group, a strategic partner of training company Slatin Group. Slatin Media was co-founded by Peter Slatin and Jason Willensky. Peter, a hotel consultant and writer who is blind, developed the program's core lessons. Jason is an admired Learning and Development consultant with 20 years of experience designing eLearning, performance support, and classroom training for industry and government.

## Audience

Hotel employees at all levels and areas of operations, from management to housekeeping; corporate management in operations, design, and human resources; meeting planners; post-secondary and high school students; and workforce agencies.



## Content

The course is divided into interactive sections by topic including:

- Welcome/Introduction
- Some Facts About Disabilities
- The Five Elements of Service
- Serving People Who Are Blind and Vision-Impaired
- Serving People Who Are Deaf and Hard-of-Hearing (HOH)
- Serving People Who Are Mobility-Impaired

There are knowledge checks with feedback throughout the course. A 20-question quiz at the end of the course tests understanding.

The course can be completed in 30-45 minutes.

## Product Details

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**\$75.00** | AH&LA member **\$50.00**

Individual learners are provided with an access code to **Elements of Service** for three months from the date of purchase from the online store.

Organizations may license the product for training multiple employees. Pricing subject to number of users. Please contact an AHLEI sales manager for details.

For in-person learning workshops of **Elements of Service**, Peter Slatin is available for customized presentations at individual properties or industry events. To learn more, email Peter at [peter@slatingroup.com](mailto:peter@slatingroup.com) or call 1 917 584 6094.