

The course kicks off with Peter's video introduction:

Elements of Service: Serving Guests With Disabilities

Video: Meet Peter Slatin

Peter Slatin, a person who is blind, is the founder of the Slatin Group. Click the **Play** arrow to watch Peter introduce key themes of the course.

Menu Transcript

- ▶ Welcome
- ▼ Course Introduction
 - About This Course
 - Goals For This Course
 - Meet Peter Slatin**
- ▶ 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
- ▶ Quiz and Summary

00:00 / 00:51

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An interactive, comprehensive look at the *Five Elements of Service*:

The screenshot shows an interactive presentation interface. On the left is a dark blue sidebar with the 'SLATIN MEDIA GROUP' logo at the top. Below the logo are two tabs: 'Menu' and 'Transcript'. The 'Menu' tab is active, showing a list of navigation items: 'Welcome', 'Course Introduction', 'Some Facts About Disabilities', 'The Five Elements of Service' (expanded), 'Introduction: Five Elements of Service' (highlighted), 'The Five Elements of Service', 'Knowledge Check 1', 'Serving People Who Are Blind and Vision-impaired', 'Serving People Who Are Deaf and Hard-Of-Hearing (HOH)', 'Serving People Who Are Mobility-impaired', and 'Quiz and Summary'. The main content area has a dark blue header with the title 'Elements of Service: Serving Guests With Disabilities' and a sub-header 'Introduction: Five Elements of Service'. The background of the main area is a photograph of a man in a light green shirt and red patterned tie, smiling and waving his right hand. Overlaid on the left side of the main area is a white text box containing a bulleted list of five points. Below the text box is a large blue button with the text 'Click Me!'. At the bottom of the main area, there is a dark blue footer with the text 'Copyright © 2016 Slatin Media Group, LLC – All Rights Reserved' and a blue 'Exit' button. At the very bottom of the interface is a dark blue control bar with a speaker icon, a play/pause button, a progress bar, a refresh button, and 'PREV' and 'NEXT' navigation buttons.

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Elements of Service: Serving Guests With Disabilities

Introduction: Five Elements of Service

- There are five **Elements of Service**.
- Each Element flows into the next to make the service presentation **seamless and complete**.
- Each Element is intuitive, logical, and simple.
- As you weave the Five Elements together, they provide a **template for serving any guest at any point** in an interaction.
- Click the button to learn more.

Click Me!

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Learners explore each element—and learn how to use the five elements:

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Elements of Service: Serving Guests With Disabilities

3. Listen

- Once you've asked that question, take the time to hear the response.
- If follow-up questions are needed, they become evident.
 - For example, a person who is blind may ask for directions and/or physical guidance (an elbow); you will want to know where they need to go.
- Don't be shy—but don't order them around, either.

1. Observe

2. Ask

3. Listen

4. Respond

5. Follow Through

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Menu

- ▶ Welcome
- ▶ Course Introduction
- ▶ Some Facts About Disabilities
- ▼ The Five Elements of Service
 - Introduction: Five Elements of Service
 - The Five Elements of Service**
 - Knowledge Check 1
- ▶ Serving People Who Are Blind and Vision-impaired
- ▶ Serving People Who Are Deaf and Hard-Of-Hearing (HOH)
- ▶ Serving People Who Are Mobility-impaired
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Knowledge checks (with immediate feedback) at the end of each topic:

The screenshot displays an e-learning interface for 'Elements of Service: Serving Guests With Disabilities'. On the left is a dark blue sidebar with a 'Menu' section containing a list of topics. The main content area is titled 'Knowledge Check' and features a question: 'If a guest who is disabled refuses assistance, what should you do?' Below the question are three radio button options: 'Insist that the person complete the task', 'Immediately call for assistance', and 'Back off and let the person complete the task'. A grey feedback pop-up window is overlaid on the options, displaying the word 'Correct' in bold, followed by the text 'Correct! The person has expressed confidence and comfort that he or she is up to the task.' and a 'Continue' button. At the bottom of the interface, there is a dark blue footer bar with a copyright notice, an 'Exit' button, a speaker icon, and navigation buttons for 'PREV', 'NEXT', and 'SUBMIT'.

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Elements of Service: Serving Guests With Disabilities

Knowledge Check

If a guest who is disabled refuses assistance, what should you do?

Choose one:

- Insist that the person complete the task.
- Immediately call for assistance.
- Back off and let the person complete the task.

Correct

Correct! The person has expressed confidence and comfort that he or she is up to the task.

Continue

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The course covers how to serve guests who are blind or visually-impaired, deaf or hard-of-hearing, and mobility impaired:


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Elements of Service: Serving Guests With Disabilities

Petting Food Approach Traffic Toys

Never offer food to a service dog.

- Feeding treats to a guide dog weakens this training.
- Guide dogs are fed on a schedule.
 - They follow a specific diet to keep them in top condition.
 - Even slight changes in their routine can disrupt their regular schedules and seriously inconvenience their handlers.
- Guide dogs are trained to resist offers of food, so they can visit restaurants without begging.



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Menu

- Understanding the Challenge
- Make the Connection
- Steps to Connect
- Making Conversation: Visual Language
- Conversational Strategies
- The Danger Zone
- Offering Guidance: The Basics
- Offering Guidance
- Tips for Housekeeping
- Tips for Restaurant Staff
- Tips for Restaurant Staff, continued
- Meeting a Guide Dog Team
- Guide Dogs: Important Points
- Keys: Guide Dogs**
- Guide Dogs and the Law
- What if You Have Doubts?
- Scenario: Vision and the Five Elements of Service
- Knowledge Check 1

The course ends with a 20-question quiz:

The screenshot shows a video player interface. On the left is a dark blue sidebar with the Slatin Media Group logo at the top. Below the logo is a 'Menu' section with a list of course topics: Welcome, Course 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, and Quiz and Summary. The 'Quiz Introduction' item is highlighted. The main video area has a dark blue header with the text 'Elements of Service: Serving Guests With Disabilities'. Below the header is a video frame showing a woman with blonde hair in a black blazer standing in a hotel lobby. A white text box is overlaid on the video, containing the following text: 'You will now take a twenty question quiz. A score of 70% or higher is needed to pass the course. You may move back and forth through the quiz. You may also review your answers before you submit them for scoring. Good luck! Click the **Start Quiz** button to begin.' A blue 'Start Quiz' button is positioned at the bottom of the video frame. At the bottom of the video player, there is a copyright notice: 'Copyright © 2016 Slatin Media Group, LLC – All Rights Reserved' and an 'Exit' button. Below the video player is a control bar with a speaker icon, a play/pause button, a progress bar, a refresh icon, and 'PREV' and 'NEXT' navigation buttons.

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Menu

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Quiz Introduction

Elements of Service: Serving Guests With Disabilities

Quiz

You will now take a twenty question quiz. A score of 70% or higher is needed to pass the course.

You may move back and forth through the quiz. You may also review your answers before you submit them for scoring.

Good luck!

Click the **Start Quiz** button to begin.

Start Quiz

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