





Hotel Reopening: COVID-19 Precautions



Course Overview





**ENHANCED INDUSTRY-WIDE
HOTEL CLEANING STANDARDS**
in response to COVID-19.

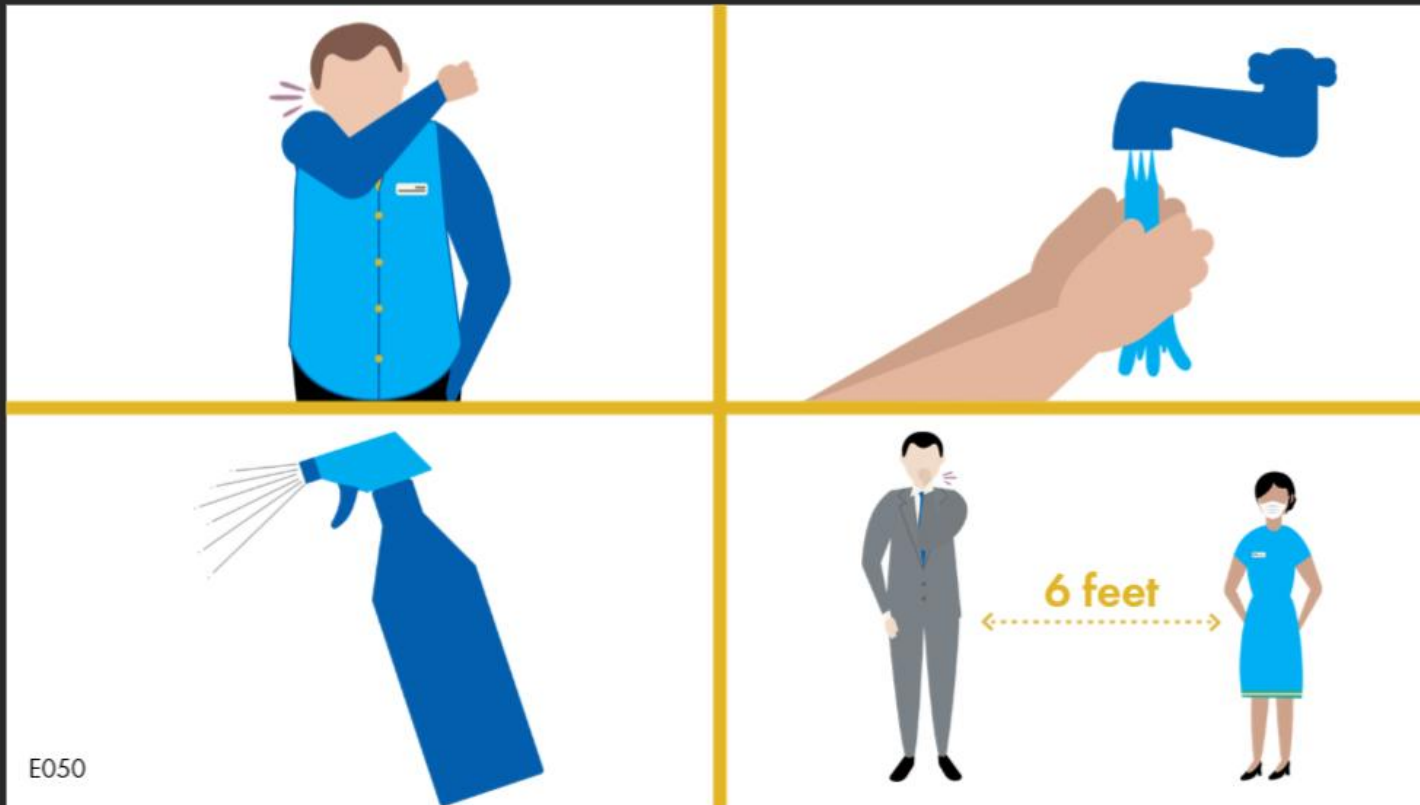
Course Overview

15 minutes

- Module 1: COVID-19
- Module 2: Your Health
- Module 3: Actions you can take
- Module 4: Cleaning and Disinfecting
- Module 5: Physical distancing
- Module 6: Quiz
- Certificate of Completion

Content

CONTENTS



E050



Content

The course provides:

- An overview of coronavirus, symptoms of COVID-19, and details about its transmission
- An overview of the importance of employee health and health reporting
- Actions employees can take to keep guests and themselves safer, including correct use of face coverings and handwashing
- Ways to keep guests safer through updated cleaning and disinfecting procedures in both front of the house and back of the house
- An overview of room recovery procedures in the event of a known or suspected case of COVID-19
- Ways to keep guests and coworkers safer through physical distancing

Course functionality

- English & Spanish
- Presentational
 - Illustration, animation, photos, text
 - Audio throughout, with closed captioning
 - Easy to use, mobile-compatible
 - Free navigation - back and next buttons
- Quiz
 - 5 questions
 - 80% passing score
 - Unlimited attempts, review answers
- Certificate of completion

Course Completion



Kevin Rodriguez

has successfully completed the course

Hotel Reopening: COVID-19 Precautions

June 8, 2020

Date

A handwritten signature in black ink, which appears to read "Sheri L. Brown". The signature is written over a horizontal line.



Delivery & Implementation

- Launch planned week of 6/22
- LMS
 - Learn.ahlei.org
 - Client hosted

Purchase options

1. LMS installation course package
2. Key code delivery for the Learn Platform
3. Individual purchase on AHLEI.org and access on Learn

Pricing

- Individual: \$5
- Licensing: Tiered by volume

Global Marketing Resources

ahlei.org/global-marketing-resources

Sell Sheet



Ensure guests are ready for a Safe Stay at your property

From the front of the house to the back of the house, ensure all property staff are prepared to welcome back guests while addressing new health and safety challenges presented by COVID-19. **Hotel Reopening: COVID-19 Precautions**, a new online training course was developed by AHLEI in collaboration with the American Hotel & Lodging Association. Created in consultation with the AHLA's Safe Stay Advisory Council, the course presents unified industry guidelines endorsed by all major U.S. hotel brands, hospitality associations in 50 states and Canada, and thousands of hotel properties across the country to help you protect your guests and employees against the coronavirus while continuing to provide outstanding service. Participating employees will earn a certificate of completion by taking the course, enabling a record of training for employees and an assurance to guests that employees have mastered the content.

 COVID-19 Overview Overview of coronavirus, symptoms of COVID-19, and details about its transmission.	 Disinfecting Procedures Updated cleaning and disinfecting procedures in both front of the house and back of the house.
 Health Reporting Overview of the importance of employee health and health reporting.	 Room Recovery Overview of room recovery procedures in the event of a known or suspected case of COVID-19.
 Actions to Stay Safer Actions to stay safer, including correct use of face coverings and hand washing procedures.	 Social Distancing How to keep guests and coworkers safer with physical distancing guidelines.

Let your guests know that your team is ready to meet these new health and safety expectations—and instill confidence in the hospitality industry.

Learn more at info.ahlei.org/hotel-reopening

Social Posts



Educational Institute added a new photo to the album: Sprout Social Photos.

Published by Sprout Social [7] · June 19 at 3:22 PM · 🌐

With hotels reopening across the nation, AHLEI has an upcoming guidance that will show you how to keep guests and employees safe. This new course aligns with guidelines from AHLA's Safe Stay Initiative.

Learn more about the upcoming reopening guidance: <https://info.ahlei.org/hotel-reopening>



Hotel Reopening
COVID-19 Precautions

Global Marketing Resources

ahlei.org/global-marketing-resources

Email Template

Hotel Reopening: COVID-19 Precautions

Possible Subject lines:

- Ready to Create a Safe Stay for Guests? We'll Show You How
- Are You Ready to Welcome Guests Again?
- Is Your Staff Ready to Welcome Guests Again?
- Ready to Reopen? New Training Can Help

As your property prepares to welcome back guests, be sure everyone knows how to deal with the health and safety challenges of coronavirus. AHLEI's new training, Hotel Reopening: COVID-19 Precautions, shows you how.

Created in consultation with the AHLA's Safe Stay Advisory Council, the training highlights industry-aligned guidelines and practices endorsed by all major U.S. hotel brands for the purpose of protecting guests and employees, including:

- An overview of coronavirus, COVID-19 symptoms, and transmission information
- How employees can keep guests and themselves safer through health monitoring and reporting, correct use of face coverings, and frequent handwashing
- Updated cleaning and disinfecting procedures for front and back of the house
- Room recovery procedures in the event of a known or suspected case of COVID-19
- How to implement physical distancing measures

Sign up now for **Hotel Reopening: COVID-19 Precautions** for yourself or inquire about how to share this training with your whole team:

<https://info.ahlei.org/hotel-reopening>

Web Banners



**WELCOME
GUESTS
BACK**



**GET READY TO
WELCOME GUESTS BACK**



**WELCOME
GUESTS
BACK**

**TRAINING
AVAILABLE
NOW**

Collaborative Promotion

	AHLEI	AHLA
Email communications	✓	✓
Committee communications		✓
Safe Stay Endorsements		✓
Extra slides in webinars		✓
Social media campaigns	✓	✓
Text campaigns		✓
Website updates and features	✓	✓
Press releases	✓	✓
Promotional video	✓	
Follow up press coverage	✓	✓

Safe Stay: PSA Participation Model

1



**Endorse &
Cobrand (option)**

2



**Promote / Administer Checklist &
Provide Logo Usage Guide**

3



**Promote SS/EI
Training Offering**