

Gain access to the **training content** you need to develop your workforce.

A career in hospitality-related services comes with a variety of key skills including interpersonal communication, organization, and quick problem-solving. When you need training for a small group or your entire enterprise on finding excellence in Guest Services and Hospitality; it can be challenging to manage an effective training program that fits your budget.

A partnership with Atrixware enables you to run a full training program without the hassle of managing multiple systems or suppliers.



Choose from our top curated courses to help prepare your team with the skills needed to excel in **hospitality**.



Title	Publisher	Seat time
FRONT DESK		
Hotels and Inns: Front Desk Customer Service - 01. Etiquette and Presentation	EJ4	6m
Hotels and Inns: Front Desk Customer Service - 02. Check-In and Check-Out	EJ4	14m
Hotels and Inns: Front Desk Customer Service - 03. Communicating with Guests	EJ4	4m
Hotels and Inns: Front Desk Customer Service - 04. Telephone Techniques	EJ4	10m
Hotels and Inns: Front Desk Customer Service - 05. Handling Upset Guests	EJ4	9m
SECURITY		
Security for Retail and Hospitality Staff: Desk and Counter Security	Real Projects	8m
Security for Retail and Hospitality Staff: Access Control and Safe Rooms	Real Projects	5m
Security for Retail & Hospitality Staff : De-escalating Conflict	Real Projects	8m
Security for Retail and Hospitality: Situational Awareness	Real Projects	7m
Security for Retail & Hospitality Staff: Responding to Civil Unrest	Real Projects	8m
Workplace Security: Introduction to Access Control	Real Projects	20m
Security for Retail and Hospitality Staff: Challenging Colleagues to Follow Safety Rules	Real Projects	5m
VALET		
Hotels and Inns: Valet - 01. Appearance and Professionalism	EJ4	6m
Hotels and Inns: Valet - 02. Parking Vehicles	EJ4	6m
Hotels and Inns: Valet - 03. Returning Vehicles	EJ4	4m
Hotels and Inns: Valet - 04. Safety Essentials	EJ4	4m

FOOD AND BEVERAGE		
Hotels and Inns: Food and Beverage - 01. In-Room Dining	EJ4	8m
Hotels and Inns: Food and Beverage - 02. Alcohol Basics	EJ4	10m
Hotels and Inns: Food and Beverage - 03. Food Safety Plans	EJ4	9m
CUSTOMER SERVICE		
Remarkable Customer Service - The Three Magic Words of Customer Service	The Jeff Havens Company	10m
Customer Service Success (Global)	SAP Litmos	10m
Customers on the Phone	Video Arts	30m
Telephone Doctor Customer Service: 01. The Service Mentality	ServiceSkills	37m
Telephone Doctor Customer Service: 02. Listening Skills	ServiceSkills	29m
Telephone Doctor Customer Service: 03. Questioning Techniques	ServiceSkills	30m
Telephone Doctor Customer Service: 04. Five Forbidden Phrases	ServiceSkills	33m
Telephone Doctor Customer Service: 05. Six Cardinal Rules of Customer Service	ServiceSkills	33m
Customer Service 101	Mind Tools for Business	1h
Customer Service: How to Deal with Customer Complaints and Improve Your Business Nigel Greenwood	The Expert Academy	18m
Johnny the Bagger™: A True Story of Customer Service	Sollah Interactive	35m

Title	Publisher	Seat time
INTERPERSONAL COMMUNICATION		
Interpersonal Relationships	TalentQuest	14m
The Three Pillars of Interpersonal Excellence (US English)	Cegos	15m
Interpersonal Communication Skills	Syntrio	45m
Communicating Interpersonally	Vubiz	50m
Interpersonal Communication: 01. Introduction	EJ4	5m
Interpersonal Communication: 02. Effective Interpersonal Communication	EJ4	4m
Macro Effects of Micro Aggressions	TalentQuest	15m
Unconscious Bias (Global)	SAP Litmos	20m
DEALING WITH DIFFICULT CUSTOMERS		
Dealing With Difficult Customers: De-escalation in Retail and Hospitality	Real Projects	20m
Customer Types	Video Arts	30m
Handling a Complainer	7 Dimensions	10m
Handling Anyone Difficult	7 Dimensions	20m
Angry Customers (US)	Engage In Learning	25m
Managing Upset Customers	TalentQuest	15m
SALES/PROMOTIONAL OFFER SKILLS		
The Sales Process: 04. Uncovering Customer Needs	EJ4	4m
Selling Strategies: 06. Upsell and Add-Ons	EJ4	6m
Sales Interactions: Preparing Your Small Talk	Skillshub	15m
Complete Mastering Sales Skills Course Phil Hesketh	The Expert Academy	2h

ORGANIZATION AND TIME MANAGEMENT		
Administrative Excellence: 01. Prioritization Techniques	EJ4	6m
Prioritize and Organize	7 Dimensions	20m
Time Management (Global)	iAM Learning	10m
Brain Bites: Time Management	Bigger Brains	10m
Productivity and Time Management (Global)	SAP Litmos	30m
PROBLEM SOLVING		
Problem Solving Basics	Mind Channel	5m
Creative Problem Solving (Global)	SAP Litmos	10m
Becoming a Competent Leader: Creative Thinking and Problem Solving	TalentQuest	13m
Critical Thinking and Problem Solving	Enspark	35m
TEAMWORK AND COLLABORATION		
Reinforce Great Teamwork	Vado	10m
How to turn a group of strangers into a team Amy Edmondson	TED	14m
Collaborative Problem Solving (Global)	iAM Learning	10m
4 Strategies for Building Collaboration	7 Dimensions	30m
Team Working Excellence (Global)	SAP Litmos	30m
Develop a Relationship Building Mindset	The Galvanizing Group	15m

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