



COVID-19 HEALTH AND SAFETY HOTEL PROTOCOLS

MONTEREY COUNTY
HOSPITALITY ASSOCIATION

Training: June 12, 2020



OBJECTIVE OF TRAINING

By the end of this session you will be able to conduct training for your staff for the Health and Safety Protocols for Hospitality.

- This training is absolutely critical for the successful re-opening of our Hospitality Industry.
- We must convey a high degree of Health, Safety and Security for our Guests and Staff.
- You are tasked with training staff to be able to effectively deal with Guests who may or may not want to follow the Protocols.

DESIRE TO TEACH

- Are you a person who enjoys helping others learn?
- Do you have a working knowledge of the subject to be taught?
- Your efforts are valued & appreciated!
- Good communication skills, requires the Trainer to listen well and be responsive!

POSITIVE ATTITUDE

- Doubt or pessimism encourages failure.
- Your personal commitment to excellence and a desire to *Mentor* and *Teach* others.
- Have a sense of *Humor*- don't take yourself too seriously. Learning should be fun!
- Show *Respect* for trainees and they will *Respect* you.

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How to Create Group Synergy

The
Art
of
FACILITATION

DAVE HUNTER
ANNE BAILEY
BILL TAYLOR

FISHER
BOOKS

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PASSION AND ENTHUSIASM

- Create an environment where the participants want to learn and they will create their own motivation.
- *Passion and Enthusiasm* separate the average trainer from the exceptional trainer.
- You can create a learning environment by being well prepared, energetic and Maintain Social Distancing while training.

LEARNING

- Always tell the trainees what you are going to teach them (review objectives of training.)
- Demonstrate and explain every detail carefully, do not presume they know the *How's*.
- Continually remind them of the importance and objectives, (The *WHY*) for the training session.
- Think of how the *Guest* needs to feel.

LEARNING, CONTINUED

- Be aware that people learn at different rates of speed. Consider their experience, motivation and learning abilities.
- Understand the various training methods- lecture, discussion, small group process and even language barriers to learning.
- Your job is to present the materials - their job is to learn and apply the materials.

LEARNING, CONTINUED

- When you ask a question don't rush for an answer, be *patient*. Let them find the answer and use the *Material* and highlight the learning to everyone in the group.
- Small groups can *learn* from each other; so make sure the "*Topics*" of the group discussion is rich in content and let the process flow.
- When using AV equipment make sure you do a *dry-run* and that you understand how the AV works.

LEARNING,..... CONTINUED

- Research tells us that 80% of people attending training don't think they need it. Help them know why they are there.
- At the beginning of your training sessions, take the time to review the training *Objectives* review *Health & Safety* objectives often.
- Outline material CDC material: important *Health and Safety Material & Training*.

LANGUAGE BARRIERS

One of the biggest barriers to written and spoken communication is the language of your students.

- Ahead of the scheduled training, make sure you arrange for the *Translator* that will help you communicate in the appropriate languages.
- Make sure the written material is also the languages to fit the those you are training.



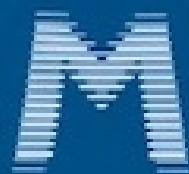
CERTIFICATION

- In the Hospitality industry you are service minded & you are leaders who have a responsibility to re-engage with your customers with a “Serve Safe” attitude. Inform, teach correct and LEAD excellent habits in Health and Safety protocols.
- The Monterey County Health Department requires a high-level of *Health and Safety procedures and training* that ensures COVID-19 protocols are followed.

➤ As you conduct staff training you maintain a Roster of your participants and make sure they have a high degree of understanding of the Protocols

➤ Before a certificate is issued to you, you will be required to complete an *Online* verifying your participation of the “Health & Safety Protocols.”

Training Slides are available at www.MCHA.net



MONTEREY CONFERENCE CENTER



**KEEP SAFE
DISTANCING**



THANK YOU

MONTEREY COUNTY
HOSPITALITY ASSOCIATION