

ALL EMPLOYEE ONGOING TRAINING

All employee meetings will be held each month and hosted by a different department. The hosting department has a budget of \$300 to spend on the event and must plan the event details.

The training topics on the right are critical to the hotel's success and must be reviewed with all the employees each month. It will be up to the host department to decide how they would like to review the training topic with the employees.

Training Topic - Quarterly	Date	Completed
Game Show Trivia Hotel Knowledge		
Emergency Situations Staff & Guest Security Manager on Duty Property Fact Sheet		
Quality Guest Service STAR Performance Personal Appearance Phone & Radio Etiquette		

<p>january</p> <p>Game Show Trivia Hotel Knowledge: <u>Employee Policies*</u></p>	<p>february</p> <p>Emergency Situations Staff & Guest Security Manager on Duty Property Fact Sheet</p>	<p>march</p> <p>Quality Guest Service STAR Performance Personal Appearance Phone & Radio Etiquette</p>
<p>april</p> <p>Game Show Trivia Hotel Knowledge: <u>Hotel History & Local Information</u></p>	<p>may</p> <p>Emergency Situations Staff & Guest Security Manager on Duty Property Fact Sheet</p>	<p>june</p> <p>Quality Guest Service STAR Performance Personal Appearance Phone & Radio Etiquette</p>
<p>july</p> <p>Game Show Trivia Hotel Knowledge: <u>Amenities & Services</u></p>	<p>august</p> <p>Emergency Situations Staff & Guest Security Manager on Duty Property Fact Sheet</p>	<p>september</p> <p>Quality Guest Service STAR Performance Personal Appearance Phone & Radio Etiquette</p>
<p>october</p> <p>Game Show Trivia Hotel Knowledge: <u>Hotel Policies**</u></p>	<p>november</p> <p>Emergency Situations Staff & Guest Security Manager on Duty Property Fact Sheet</p>	<p>december</p> <p>Quality Guest Service STAR Performance Personal Appearance Phone & Radio Etiquette</p>

* Employee Parking, Employee Entrances, Handbook Material
 ** Lost & Found, Recycling Procedures, Expense Management