Hospitality Training Examples : Checklist

For hotel staff, managers and hospitality trainers. Adapt every item to your site, equipment and written procedures.

Checklist

- ■ Hazard covered: lifting and cleaning strain
- ■ Hazard covered: chemical exposure
- ■ Hazard covered: communication gaps between departments
- ■ Decision practiced: resolve a guest complaint
- ■ Decision practiced: handle chemicals safely
- ■ Decision practiced: hand over between shifts
- ■ Decision practiced: greet and serve to standard
- ■ Hands-on part done: shadow shifts
- ■ Hands-on part done: brand standards of the property
- ■ Hands-on part done: hands-on equipment practice
- ■ Review question: was the complaint resolved?
- ■ Review question: was the handover clear?
- ■ Review question: was the standard met?

Stays hands-on and in person

- • shadow shifts
- • brand standards of the property
- • hands-on equipment practice

This checklist supports, and does not replace, required training, supervision or evaluation. It does not certify anyone.