



HOTEL ACADEMY

COURSE CATALOG

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CUSTOMER SERVICE AND VISITOR MANAGEMENT

This category includes the following courses:

- Customer Service Fundamentals
- TripAdvisor Essentials for Business Success
- Handling Guest Complaints and Special Requests
- Understanding Guest Psychology and Behavior
- Making It Right (MIR)
- Managing Guest Complaints
- Quality Customer Service
- Resolving Conflicts and Dealing with Difficult Guests

Customer Service Fundamentals

Your Pathway to Exceptional Service Excellence

Click to Enroll

Course Overview

In today's fast-paced and competitive environment, excellent customer service is no longer a luxury, it's a necessity. The Customer Service Fundamentals online course by Inelso EduPath is designed to empower your frontline staff with the essential skills, mindset, and strategies to deliver exceptional service experiences that increase satisfaction, loyalty, and business success.

Customer service is the most important duty of a business. A guest trusts a business that makes them feel better through the services offered and the communication maintained with them. Clear, honest, and effective communication for problem-solving is at the heart of good customer service.

This self-paced, interactive course blends practical knowledge with real-world application, making it ideal for professionals in hospitality, retail, healthcare, call centers, and beyond.



What Your Team Will Learn

- **Customer First Mindset:** Understand what customers expect and how to exceed those expectations every time.
- **Effective Communication Techniques:** Master verbal, non-verbal, and written communication for clarity and professionalism.
- **Handling Complaints with Confidence:** Turn negative experiences into opportunities with proven problem-resolution techniques.
- **Emotional Intelligence in Service:** Build rapport, show empathy, and remain composed under pressure.
- **Service Recovery Strategies:** Recover from service failures in ways that build trust and loyalty.



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Recognize why customer service is important in the hospitality sector.
- ✓ Identify the reasons guests leave a business.
- ✓ Explain the key virtues of customer service organization and strategy.
- ✓ Apply hotel service skills in practice.
- ✓ Follow the golden rules of employee service.



Contents – Topics

- **The Importance and Effectiveness of Customer Service** – Customer service is vital for business growth. In fact, one in three consumers is willing to pay more for better service. Quality service ensures customer retention, encourages employees to stay with the business, boosts the company's reputation, and provides a competitive advantage in the market. It also strengthens workplace culture.
- **Key Virtues of Customer Service** – Negative behaviors from the business—such as negligence, inactivity, inadequacy, and inconsistency—should be eliminated and replaced with virtues like accessibility, efficiency, personalization, analysis, and data and privacy security. Implementing this requires strategy and planning, based on foresight, appropriate communication channels, and multi-channel service options.
- **Training Staff for Better Customer Service** – Training staff in hotels for better customer service is part of the company's strategy. Teamwork, critical thinking, communication, leadership, and time management are essential skills for business organization. Hotel employees must demonstrate problem-solving ability, patience, emotional intelligence, positive language, willingness to learn, and honesty.



Key Benefits for Your Organization

- > **Stronger Brand Loyalty:** Satisfied customers return and recommend your business.
- > **Boosted Team Morale:** Confident staff deliver consistently high-quality service.
- > **Increased Revenue:** Great service directly contributes to higher customer retention and upselling opportunities.
- > **Operational Excellence:** Reduced conflicts, quicker issue resolution, and smoother workflows.



Target Audience

Hotel managers
and employees

Course Features



Duration: Approx. 40 – 60 minutes (self-paced)



Language: English



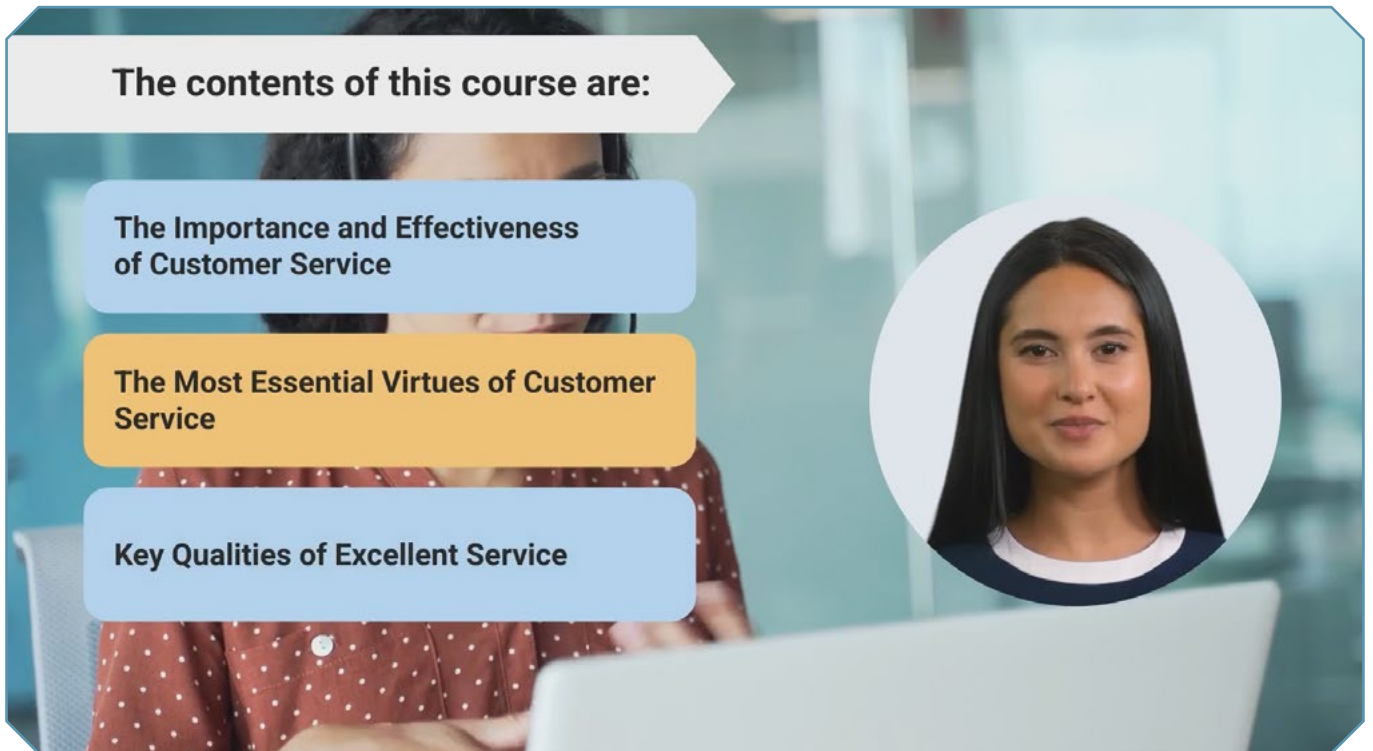
Format: 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)



Certificate of Completion: Downloadable and shareable



Microlearning Structure: Ideal for short, focused learning sessions

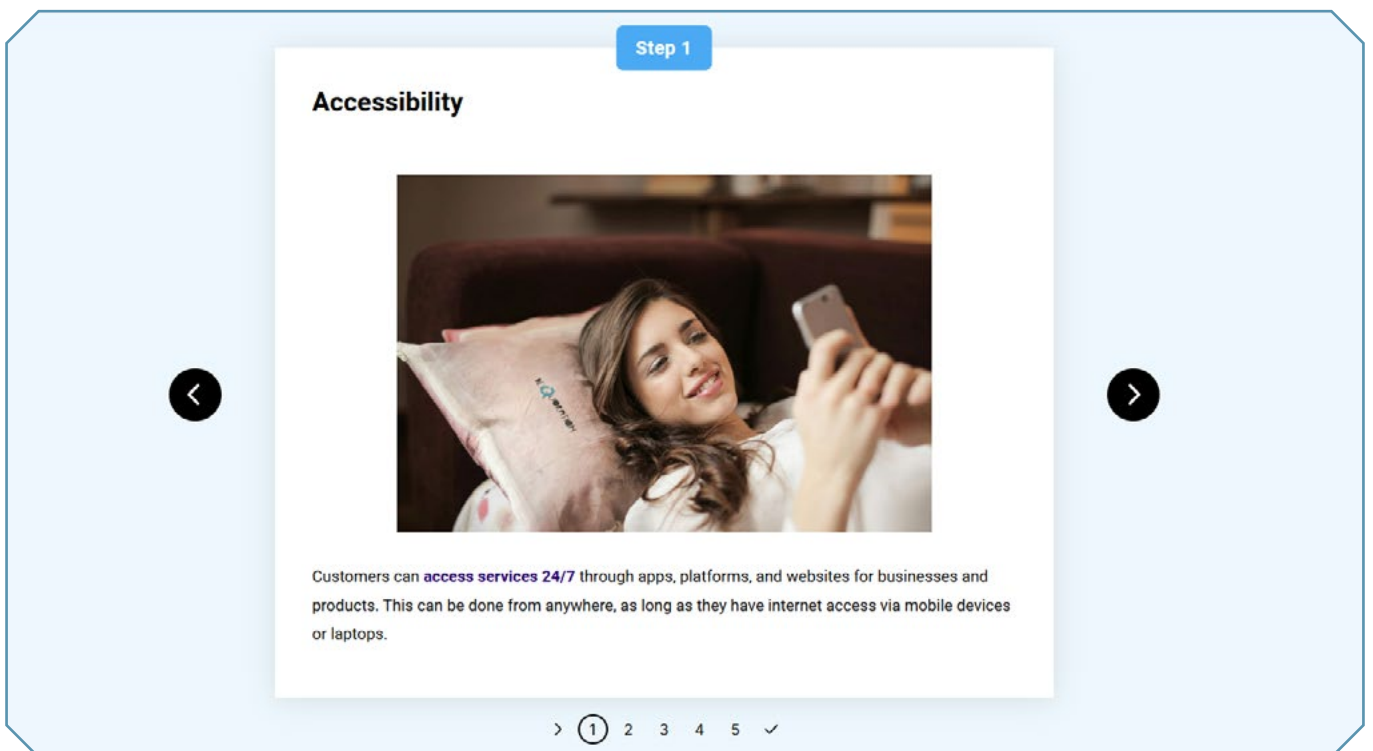


The contents of this course are:

- The Importance and Effectiveness of Customer Service
- The Most Essential Virtues of Customer Service
- Key Qualities of Excellent Service


A circular portrait of a woman with long dark hair is positioned on the right side of the video frame.

1. Course Contents – Video



Step 1

Accessibility



Customers can **access services 24/7** through apps, platforms, and websites for businesses and products. This can be done from anywhere, as long as they have internet access via mobile devices or laptops.

Navigation: > ① 2 3 4 5 ✓

2. Steps for Improving Customer Service through Technology – Process

TripAdvisor Essentials for Business Success

Your Guide to Maximizing Reputation and Revenue Through Reviews

Click to Enroll

Course Overview

In the modern digital marketplace, your TripAdvisor presence can make or break your hotel's success. This course is tailored for hotel managers and employees who wish to master the platform and elevate their property's online visibility and guest perception. TripAdvisor is the largest and most influential travel platform globally, hosting millions of reviews that guide travelers' decisions.

By understanding how to engage with reviews, both positive and negative, and strategically improve your ranking, you can attract more bookings, enhance your brand's reputation, and empower your staff to contribute positively to guest satisfaction.



Contents – Topics

- **Importance of TripAdvisor** – TripAdvisor is the largest global travel platform, gathering millions of reviews about businesses in the tourism sector.
- **Power of Reviews** – Reviews provide free publicity for businesses.
- **Boosting Our TripAdvisor Ranking** – By employing specific tactics to improve the quality, quantity, and recency of reviews, you can boost your ranking.
- **Negative Reviews** – Sometimes, negative reviews can be useful. However, you must always respond to them by following specific guidelines.
- **Importance of Reviews for Employees** – TripAdvisor can offer a significant advantage for the entire hotel sector, benefiting both the business and its employees.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Use reviews as a powerful tool for your business.
- ✓ Understand the high impact TripAdvisor has on the hospitality sector.
- ✓ Contribute to your hotel's high ranking.
- ✓ Benefit from positive reviews for both yourself and your colleagues.

Key Benefits for Your Organization

- > **Increased Visibility:** Improve your listing and rank higher to attract more guests.
- > **Enhanced Staff Engagement:** Equip your team with essential knowledge that empowers their performance.
- > **Higher Guest Satisfaction:** Learn how to turn feedback into a service opportunity.
- > **Competitive Edge:** Stay ahead by adopting a proactive, review-based strategy.








Target Audience

Hotel managers and employees

The graphic features a magnifying glass icon over a person silhouette, symbolizing a search for a specific audience.

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions

Handling Guest Complaints and Special Requests

Transforming Challenges into Opportunities for Exceptional Guest Service

Click to Enroll

Course Overview

In the hospitality industry, guest complaints and special requests are inevitable. However, how your team handles these situations can significantly impact guest satisfaction and loyalty. This course is designed to equip hotel managers and employees with the skills and techniques necessary to effectively manage guest complaints and special requests, turning potential negatives into positive experiences.

Guest complaints refer to the dissatisfaction expressed by hotel guests about various aspects of their stay. These complaints not only respond to isolated incidents but reveal broader issues in the hotel's operations and services. Proper complaint management allows for timely problem resolution, reduces guest frustration, and enhances the hotel's reputation.



Contents – Topics

- **Types of Guest Complaints** – Five main types of complaints are analyzed, such as issues with cleanliness, noise, guest service, booking problems, and the quality of food and beverages.
- **Causes of Complaints** – The causes leading guests to complain include room availability issues, service quality, and unmet expectations.
- **Complaint Expression and Management** – Guests' expectations when complaining are described, along with management techniques, focusing on understanding guest psychology and addressing their issues.
- **Handling Complaints** – Tips are provided for effectively handling complaints, both in person and in writing, along with the benefits of resolving them.
- **Consequences of Unresolved Complaints** – The consequences of not addressing complaints are analyzed, such as damage to guest satisfaction and hotel reputation.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Identify and understand the main causes of guest complaints in a hotel.
- ✓ Recognize complaints through various communication channels.
- ✓ Familiarize yourself with the best practices and techniques for handling and managing guest complaints.
- ✓ Understand the psychology behind complaints and how it influences complaint management.
- ✓ Apply your knowledge to improve guest service and strengthen the hotel's reputation.






Key Benefits for Your Organization

- > **Enhanced Guest Satisfaction:** Guests feel heard and valued, leading to increased satisfaction.
- > **Improved Staff Confidence:** Equip your team with the skills to manage challenging situations confidently and professionally.
- > **Positive Reputation:** Consistently addressing guest concerns can lead to positive reviews and repeat business.
- > **Operational Excellence:** Understanding common complaints can highlight areas for operational improvement.

Target Audience

Hotel managers and employees

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
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Understanding Guest Psychology and Behavior

Enhancing Guest Experiences Through Psychological Insight

[Click to Enroll](#)

Course Overview

In the hospitality industry, understanding the psychology and behavior of guests is paramount. This course is designed to equip hotel managers and employees with the knowledge and tools to anticipate guest needs, enhance service quality, and foster lasting satisfaction.

The psychology and behavior of guests in a hotel are two of the most important parameters that hotel staff and owners must address. Understanding these parameters is essential for better guest service, anticipating their needs, and ultimately ensuring their satisfaction.



Contents – Topics

- **What Is Guest Psychology and Behavior, and How Are They Related?** – Guest psychology and behavior are determined by their needs and expectations. A sense of safety, hygiene, and familiarity with the surroundings are essential prerequisites for positive guest psychology and behavior.
- **Factors Influencing Guest Psychology and Behavior** – These are influenced by many factors, some of which can be controlled by the hotel and its staff, while others lie outside the hotel's influence and relate to objective conditions or the guest's personality. Factors include unmet expectations, first impressions, perceptions, and biases.
- **Practical Tips for Improving the Guest Experience** – To enhance the guest experience, a hotel can focus on the aesthetics of the space and properly use technology by collecting guest data to check their preferences. Emotional intelligence and the importance of positive psychology among staff also play a key role.



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Define guest psychology and behavior and their relationship.
- ✓ Recognize how psychology and behavior manifest.
- ✓ Apply practical tips for improving the guest experience



Key Benefits for Your Organization

- › **Enhanced Guest Satisfaction:** Address psychological needs and deliver personalized experiences that exceed expectations.
- › **Improved Service Quality:** Provide your staff with insights into guest behavior to foster proactive and empathetic service.
- › **Increased Loyalty and Revenue:** Build guest loyalty through understanding and create memorable, shareable experiences.



Target Audience

Hotel managers
and employees

Course Features



Duration: Approx. 40 – 60 minutes (self-paced)



Language: English



Format: 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)



Certificate of Completion: Downloadable and shareable



Microlearning Structure: Ideal for short, focused learning sessions

Making It Right (MIR)

Empowering Hospitality Professionals to Resolve Guest Issues Effectively

Click to Enroll

Course Overview

In the hospitality industry, effectively managing customer complaints is crucial for maintaining a positive reputation and ensuring guest satisfaction. The 'Making It Right (MIR)' course is designed to equip business managers and employees with the skills and strategies necessary to handle complaints constructively, turning challenges into opportunities for improvement.

It is common and expected to encounter complaints that arise from interactions with customers. Complaints, whether direct or indirect, cannot be avoided, but it is important to know how to recognize and manage them properly in order to benefit from them. Proper handling of complaints will, in turn, lead to building a trusting relationship with customers and will increase their satisfaction levels.



Contents – Topics

- **Importance and Causes of Complaints** – A complaint is the expression of dissatisfaction or annoyance about something and can be expressed in various ways. It is the result of an issue, not its cause, and is related to an individual's expectations of a product or service.
- **Types of Complaining Customers** – Not all dissatisfied customers express themselves in the same way. More specifically, they can be categorized into four types: aggressive, constructive, passive/silent, and enigmatic.
- **Loyal Customers** – The correct implementation of MIR (Manage, Improve, Resolve) offers many benefits, with one of the most significant being the creation of loyal customers.
- **MIR Steps** – There are seven MIR steps (Listen carefully, Acknowledge the emotion, Thank the guest, Apologize with empathy, Find a solution, Check for satisfaction, Offer a pleasant surprise). Proper application of these steps leads to increased customer satisfaction.



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Understand why MIR is emphasized.
- ✓ Recognize complaining customers and the causes behind their complaints.
- ✓ Understand the different types of complaints and how to handle them.
- ✓ Correctly apply the steps for a successful MIR process.



Key Benefits for Your Organization

- > **Enhanced Customer Satisfaction:** Implementing MIR strategies leads to more effective complaint resolution, resulting in higher customer satisfaction.
- > **Improved Employee Confidence:** Staff members gain the skills and confidence to handle complaints constructively.
- > **Increased Customer Loyalty:** Proper complaint management fosters trust and loyalty among customers.
- > **Positive Organizational Reputation:** Efficient complaint handling enhances the overall reputation of the organization.



Target Audience

- Business managers
- Employees in organizations

Course Features



Duration: Approx. 40 – 60 minutes (self-paced)



Language: English



Format: 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)



Certificate of Completion: Downloadable and shareable



Microlearning Structure: Ideal for short, focused learning sessions

Managing Guest Complaints

Effective Strategies to Turn Guest Complaints into Loyalty

[Click to Enroll](#)

Course Overview

In the hospitality industry, effectively managing customer complaints is crucial for maintaining a positive reputation and ensuring guest satisfaction. The 'Managing Guest Complaints' course is designed to equip business managers and employees with the skills and strategies necessary to handle complaints constructively, turning challenges into opportunities for improvement.

Every business is likely to face various complaints from customers who often express dissatisfaction with a product or service. Therefore, an effective complaint management process helps businesses resolve issues quickly and with minimal damage. Employees must be prepared and adequately trained to handle these complaints, which improves overall business performance and reputation while building trust as customer complaints decrease and satisfaction levels rise.



Contents – Topics

- **Basic Concepts: Customer Service and Satisfaction** – Customer service is defined as the provision of services to customers before, during, and after their transactions with the business. Customer satisfaction is the overall evaluation based on the customer's experience, and the degree of satisfaction is directly related to meeting their expectations and desires.
- **Key Features of Complaint Management** – Complaint management involves designing, implementing, and controlling measures to reduce or eliminate customer complaints.
- **Benefits of Effective Complaint Management** – Includes informational, behavioral, and communication benefits, as well as fostering repeat purchases.
- **Strategies and Systems for Complaint Management** – Emphasizes simplicity, direct communication, and leveraging complaints as strategic opportunities.



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Define basic concepts such as customer service and satisfaction.
- ✓ Describe the key features of customer complaint management.
- ✓ Identify the positive aspects and benefits of effective complaint management.
- ✓ Apply appropriate complaint management strategies and systems in the workplace.



Key Benefits for Your Organization






- > **Enhanced Customer Satisfaction:** More effective complaint resolution leads to happier customers.
- > **Improved Employee Confidence:** Staff are empowered to manage difficult situations constructively.
- > **Increased Customer Loyalty:** Proper complaint handling builds lasting trust.
- > **Positive Organizational Reputation:** Strengthens your brand image and credibility.



Target Audience

- Business executives
- Employees in businesses and organizations

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
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Quality Customer Service

Delivering Service Excellence at Every Touchpoint

[Click to Enroll](#)

Course Overview

In today's competitive business environment, exceptional customer service is not just a differentiator—it's a necessity. The 'Quality Customer Service' course is designed to equip employees with the essential principles and practices that define outstanding customer interactions.

In this course, you will have the opportunity to gain a comprehensive understanding of the basic principles that govern quality customer service, as well as the practices that every employee should apply.



Contents – Topics

- **Why Is Quality Customer Service Important?** – This section analyzes the importance of quality customer service and its benefits.
- **Basic Principles and Best Practices of Quality Customer Service** – Warm communication, customer focus, timely service, accessibility, and prioritizing customer groups.
- **Empathy in Customer Service** – Learn the different types of empathy and how to apply them to build stronger customer relationships.
- **Consequences of Poor Customer Service** – Understand the negative impacts of failing to deliver quality service.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Recognize the importance of quality customer service.
- ✓ Consistently provide quality service.
- ✓ Apply personalized customer service techniques and cross-selling strategies.
- ✓ Identify causes of inadequate service and improve them.
- ✓ Operate with empathy and a positive attitude to build customer trust.






Key Benefits for Your Organization

- > **Enhanced Customer Satisfaction:** Happier customers lead to better retention and referrals.
- > **Improved Employee Confidence:** Staff gain essential customer service skills.
- > **Increased Customer Loyalty:** High-quality interactions promote trust and loyalty.
- > **Positive Organizational Reputation:** Consistent service quality strengthens brand image.

Target Audience

- Office employees
- The general public

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions

Resolving Conflicts and Dealing with Difficult Guests

Mastering Conflict Management in the Hospitality Industry

Click to Enroll

Course Overview

In the hospitality industry, guest satisfaction is paramount. However, conflicts and challenging guest interactions are inevitable. This course equips hotel staff with the necessary skills to manage conflicts effectively, ensuring a harmonious environment and maintaining positive guest relationships.

Hospitality is a demanding industry where guest satisfaction is a top priority. In a hotel setting, managing conflicts and handling difficult guests are essential skills for staff, as negative experiences can significantly damage a business's reputation. To protect the harmony of the hotel environment, resolve problems, and maintain positive relationships with guests, staff training in conflict resolution techniques and handling difficult situations is a necessary investment for any hotel.



Contents – Topics

- **Definition and Types of Conflicts** – Conflict arises when two or more parties disagree, leading to tension or dissatisfaction. Includes various conflict types, especially between guests and staff.
- **Typical Behaviors of Difficult Guests** – Demanding attitudes, unreasonable expectations, aggressive or rude conduct, and unsubstantiated complaints.
- **De-escalation Techniques and Strategies** – Staying calm, active listening, empathetic communication, solution focus, non-verbal cues, supervisor involvement, and compensation strategies.
- **Practical Steps for Handling Difficult Guests** – Ten actionable steps for staff to follow when managing difficult guest interactions.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Define what conflict is in a hotel setting.
- ✓ Identify different types of hotel conflicts and their consequences.
- ✓ Recognize behaviors and factors that contribute to guest difficulties.
- ✓ Apply de-escalation techniques and conflict management strategies.
- ✓ Use practical tips to handle difficult guests effectively.






Key Benefits for Your Organization

- > **Enhanced Guest Satisfaction:** Managing conflicts well leads to happier guests.
- > **Improved Staff Confidence:** Employees gain the skills and assurance to handle tense situations.
- > **Positive Reputation:** Effective conflict handling builds guest loyalty and public trust.
- > **Operational Efficiency:** Fewer disruptions mean smoother day-to-day hotel operations.

Target Audience

Hotel managers and employees

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
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SAFETY AND HEALTH IN THE WORKPLACE

This category includes the following courses:

- Fire Safety
- First Aid – Handling Medical Emergencies
- Emergency Preparedness and Crisis Management
- Safe Working Practices in Daily Operations
- Manual Handling

Fire Safety

Essential Knowledge to Prevent and Respond to Fire Incidents

Click to Enroll

Course Overview

Fire safety is a critical aspect of workplace and public safety. This course provides comprehensive knowledge on preventing and effectively responding to fire incidents. Through a series of advised actions, participants will learn how to protect themselves and those around them.

In this course, you will acquire all the necessary knowledge to prevent or effectively deal with fire incidents. Through a series of advised actions, you will be able to protect both yourself and those around you.



Contents – Topics

- **Introduction to Fire Safety** – General information about fire, including what causes it, how it spreads, and its impact on health.
- **Firefighting** – Learn the actions required for fire prevention and response, the different types of fire extinguishers, and the necessary steps for personal protection and safe evacuation.
- **Assessment** – At the end of the module, there is a self-assessment to check the knowledge you have gained.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Understand the causes and ways fire spreads.
- ✓ Prevent the outbreak of fire through specific actions.
- ✓ Act effectively to manage a fire if one occurs.
- ✓ Recognize the suitability of portable fire extinguishers and how to use them.
- ✓ Apply fire protection measures.






Key Benefits for Your Organization

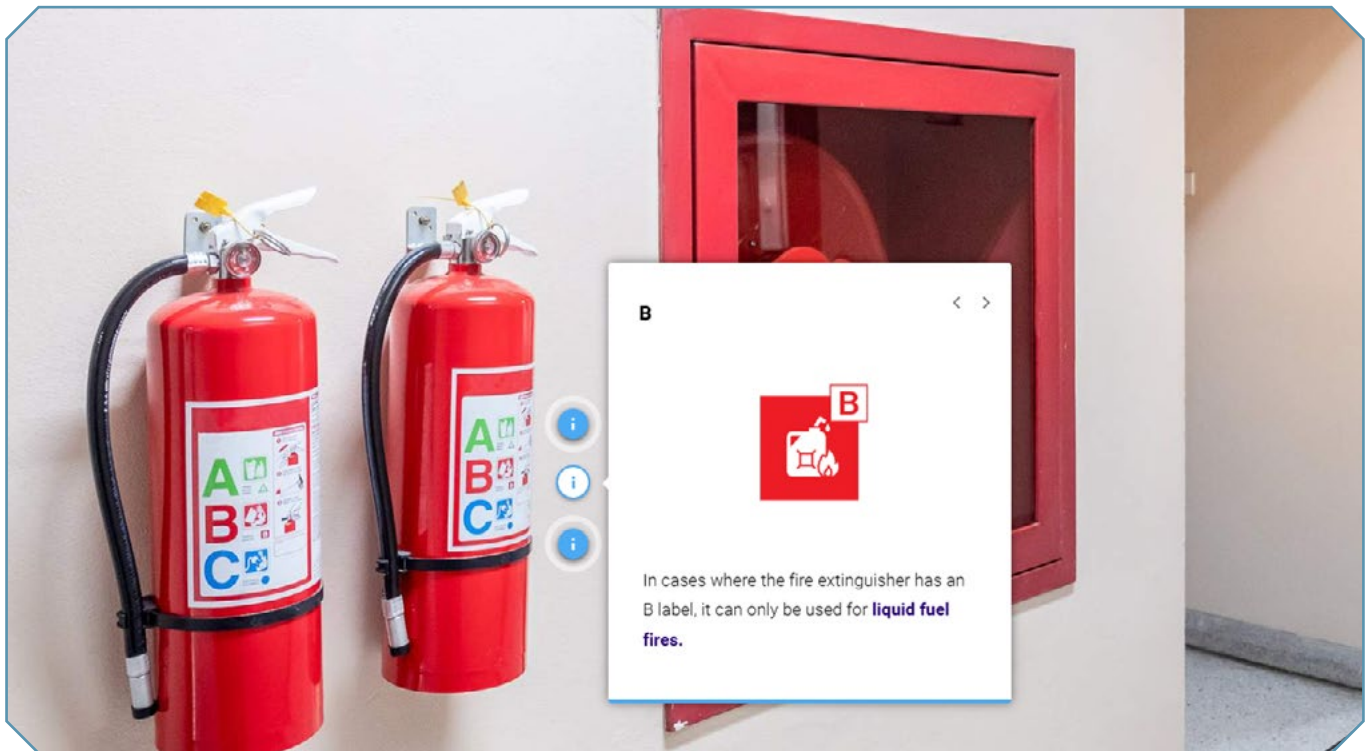
- > **Enhanced Safety Awareness:** Employees will be better equipped to identify fire hazards and take preventive measures.
- > **Improved Emergency Response:** Staff will be trained to respond effectively in case of a fire, minimizing potential damage and injuries.
- > **Compliance with Safety Regulations:** Ensures that your organization meets fire safety training requirements.
- > **Reduced Risk of Fire Incidents:** Proactive education leads to a decrease in fire-related accidents.

Target Audience

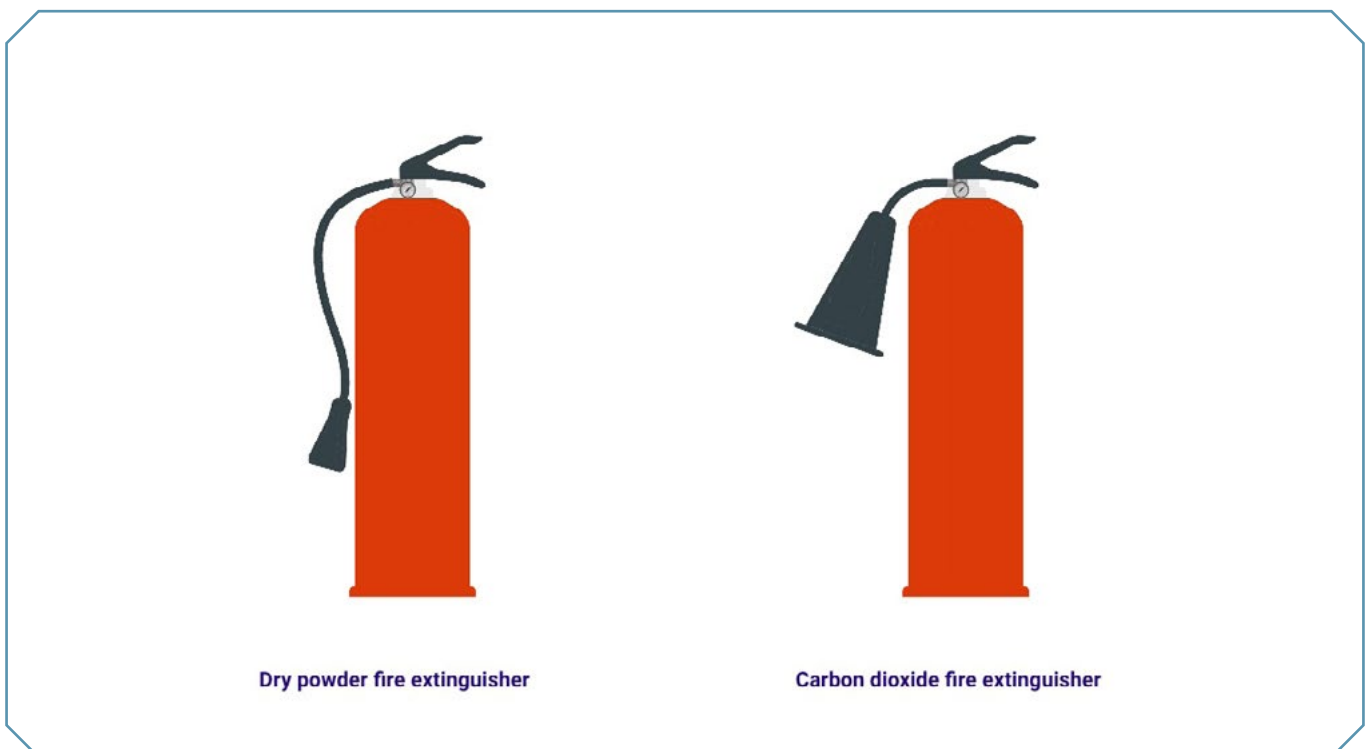
- Office employees
- The general public

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
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1. Fire Extinguisher Classifications – Markers



2. Types of Fire Extinguisher – Graphics

First Aid – Handling Medical Emergencies

Empowering Individuals to Respond Effectively to Medical Emergencies

Click to Enroll

Course Overview

In both workplace and everyday settings, medical emergencies can occur unexpectedly. This course provides essential first aid knowledge to help individuals respond effectively to sudden medical incidents, potentially saving lives.

First Aid knowledge is essential for handling potential sudden medical incidents that may occur both in the workplace and outside of it. Through the modules of this course, you will have the opportunity to gain the knowledge to help someone in danger or even save a life.



Contents – Topics

- **Introduction to First Aid** – An introduction to the concept and importance of First Aid. What a First Aid Kit should include.
- **Handling Medical Incidents in the Workplace** – Learn how to effectively respond to fainting incidents, how to place a patient in the recovery position, and how to perform Cardiopulmonary Resuscitation (CPR).
- **Additional Incidents** – This section includes first aid instructions for cases such as choking/airway obstruction, epilepsy, nosebleeds, lacerations, bleeding, sprains, spinal injuries, dislocations, fractures, burns, and electrocution.
- **Automated External Defibrillator (AED)** – Learn how to use Automated External Defibrillators, the portable devices found in public places that can save lives when used correctly.
- **Course Summary** – A summary of what you have learned and useful emergency phone numbers.



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Recognize what a First Aid Kit is and what it should contain.
- ✓ Describe the symptoms of fainting and the steps for addressing it.
- ✓ Place an affected individual in the recovery position.
- ✓ Demonstrate the required steps for providing basic life support, including Cardiopulmonary Resuscitation (CPR).
- ✓ Handle different emergency medical situations in the workplace and your daily life.
- ✓ Properly use an Automated External Defibrillator (AED).



Key Benefits for Your Organization






- > **Enhanced Emergency Preparedness:** Equip employees with the skills to respond promptly to medical emergencies.
- > **Improved Workplace Safety:** Reduce the severity of incidents through immediate and effective first aid response.
- > **Compliance with Safety Regulations:** Meet occupational health and safety requirements by providing essential first aid training.
- > **Increased Employee Confidence:** Empower staff to act decisively during medical emergencies, fostering a safer work environment.

Target Audience



- Office employees
- The general public

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
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Emergency Preparedness and Crisis Management

Ensuring Safety and Resilience in Hospitality Operations

[Click to Enroll](#)

Course Overview

In the dynamic environment of the hospitality industry, unforeseen emergencies and crises can arise at any moment. This course equips hotel staff with the necessary skills and knowledge to effectively prepare for and manage such situations, ensuring the safety of guests and the continuity of operations.

Staff training in hotels refers to preparing employees to provide excellent guest service and ensure their safety. This process is not merely a basic need but represents a fundamental shift in how staff respond to situations and interact with guests. The primary motivation for training is to improve service quality and guarantee safety. Proper training allows for effective emergency management, reduces the risk of accidents, and increases guest satisfaction. Additionally, good training has a positive impact on the hotel's image, boosting guest confidence and competitiveness.



Contents – Topics

- **Importance of Staff Training in Hotels** – Training is crucial for ensuring guest service and maintaining high standards of hygiene and safety.
- **Emergency Management** – Designate a crisis management team for emergencies such as medical incidents, fires, and natural disasters.
- **Crisis Management** – Develop strategies and manuals for the proactive and reactive management of crises, including both natural and human-made disasters.
- **Using Social Media in Crisis Management** – Integrate social media as a tool for immediate updates, countering misinformation, and restoring the hotel's reputation after a crisis.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Recognize the importance of staff training in hotels.
- ✓ Apply the appropriate steps to handle an emergency situation.
- ✓ Define what a crisis is and categorize its types.
- ✓ Understand the timeframes of a crisis.
- ✓ Recognize the role of social media in crisis management.






Target Audience

Hotel managers
and employees

Key Benefits for Your Organization

- > **Enhanced Safety Protocols:** Implementing structured emergency and crisis management plans ensures the safety of guests and staff.
- > **Improved Staff Preparedness:** Employees gain confidence and competence in handling emergencies effectively.
- > **Reputation Management:** Effective crisis communication, including the use of social media, helps maintain and restore the hotel's reputation during and after incidents.
- > **Operational Continuity:** Preparedness minimizes disruptions, ensuring the hotel continues to operate smoothly during crises.

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
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Safe Working Practices in Daily Operations

Enhancing Cybersecurity Awareness in the Workplace

[Click to Enroll](#)

Course Overview

In today's digital age, the workplace is increasingly reliant on online communication and collaboration tools. While these tools offer numerous benefits, they also introduce potential cybersecurity risks. This course aims to raise awareness about the dangers associated with email communication, web browsing, and file sharing, and provides strategies to mitigate these risks.

Billions of spam emails are sent daily, and most malware attacks are linked to phishing. Both employers and employees must remain vigilant and stay informed about the risks and threats that may be hidden in emails and websites, as well as use the safest tools for file sharing and collaboration. Email collaboration, web browsing, and file sharing offer multiple benefits to companies and organizations but also pose significant risks. The purpose of this course is to raise awareness about the potential dangers of browsing and file sharing during collaboration between individuals and to prevent or mitigate these risks.



Contents – Topics

- **Social Engineering** – Social engineering refers to a series of malicious techniques aimed at obtaining sensitive personal or confidential information. These techniques include tactics like baiting, tailgating, water-holing, phishing, spear phishing, and vishing.
- **Email Security** – Phishing involves digital criminal attempts to steal personal and financial information or infect computers and other devices with malware and viruses. To enhance protection against email attacks, certain actions should be taken, such as verifying the sender's email address, avoiding clicking on untrustworthy links, and not responding to unknown emails.
- **Web Browsing Security** – When browsing the internet, it is important to remain cautious of websites with malicious content. Avoid visiting sites you are unsure of in terms of reliability, and do not click on links unrelated to you. Always remember to browse only websites that begin with the “https” prefix.
- **File Sharing and Collaboration Tools** – File-sharing and collaboration platforms are useful for simplifying the operations of development centers and offices located in geographically remote areas, aiding communication and project coordination. However, it should be noted that not all platforms offer the same level of security.



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Describe the main techniques used by social engineers to install malware on devices and steal information.
- ✓ Recognize examples of email attacks and learn how to protect yourself from these threats.
- ✓ Navigate the web safely and identify malicious websites.
- ✓ Identify authorized tools for file sharing and communication.



Key Benefits for Your Organization

- › **Enhanced Cybersecurity Awareness:** Employees will be better equipped to recognize and avoid potential cyber threats.
- › **Reduced Risk of Data Breaches:** By understanding safe practices, the likelihood of data breaches due to human error decreases.
- › **Improved Compliance:** Ensures that staff are informed about best practices, aiding in compliance with cybersecurity regulations.
- › **Increased Productivity:** Minimizing security incidents leads to fewer disruptions and more efficient operations.

Target Audience



- Employees of companies and organizations
- Individuals interested in learning more about safe collaboration practices

Course Features



Duration: Approx. 40 – 60 minutes (self-paced)



Language: English



Format: 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)



Certificate of Completion: Downloadable and shareable



Microlearning Structure: Ideal for short, focused learning sessions

Manual Handling

Promoting Safe Practices in Load Handling

Click to Enroll

Course Overview

Manual handling is a fundamental aspect of many workplace activities. Improper techniques can lead to serious injuries, affecting employee well-being and organizational productivity. This course aims to educate participants on the risks associated with manual handling and provide practical strategies to mitigate these risks.

The goal of this course is to understand the risks associated with improper practices during the manual handling of heavy loads in and out of the workplace. Informing employees and managers about the manual handling of loads is of critical importance, as it promotes safety and reduces the risk of injury. The knowledge you will gain from this course and the practical skills you will practice are 'lifelong skills' that should be applied in all your daily activities, both at work and at home.



Contents – Topics

- **What Is Manual Handling of Loads?** – Manual handling of loads is any work that involves moving or supporting a load by one or more workers. Manual handling of loads is one of the leading causes of musculoskeletal disorders.
- **Preventing Injuries by Understanding how the Human Body Works** – Correct body posture plays an important role in preventing strain and injuries. Proper posture ensures that muscles and supporting ligaments are stressed as little as possible during movement or weight-bearing activities.
- **Ergonomics and Risk Assessment in Load Handling** – In order to determine if a task is suitable for the worker, a risk assessment must be conducted. A risk assessment is a careful examination of what could cause harm during the performance of the task. It ensures that adequate precautions are taken to prevent injury.
- **The Correct Way to Handle Loads** – To perform manual handling of loads properly and safely, certain muscle groups need to be flexible. It is also necessary to warm up before any physical activity. When a load is heavy, a good idea for safer manual handling is to ask for help from your colleagues.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Define manual handling of loads and how it applies both at work and at home.
- ✓ Recognize how you and the company you work for can collaborate to reduce the risk of injury to employees.
- ✓ Describe techniques that will reduce the risk of spinal/back injury.
- ✓ Conduct injury risk assessments to ensure that the tasks you perform are within your capabilities.
- ✓ Apply certain rules when handling loads in the most common manual handling situations presented at work and at home.






Key Benefits for Your Organization

- **Enhanced Workplace Safety:** Implementing proper manual handling techniques reduces the risk of injuries, leading to a safer work environment.
- **Increased Productivity:** Healthy employees are more productive. Reducing injuries means fewer workdays lost and consistent operational efficiency.
- **Compliance with Regulations:** Training ensures adherence to occupational health and safety regulations, minimizing legal risks.
- **Cost Savings:** Preventing injuries reduces medical costs, compensation claims, and potential litigation expenses.

Target Audience

- Business executives
- Employees in businesses and organizations
- The general public

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions



HOUSEKEEPING AND ROOM SERVICES

This category includes the following courses:

- Fundamentals of Room Service Operations
- Optimal Cleaning Techniques
- Hotel Hygiene Essentials
- Room Preparation

Fundamentals of Room Service Operations

Enhancing Guest Satisfaction through Excellence in Room Service

Click to Enroll

Course Overview

In the competitive hospitality industry, exceptional room service is a key differentiator that enhances guest satisfaction and loyalty. This course provides comprehensive training on the daily operations of room service, emphasizing cleanliness, efficiency, and high-quality service delivery.

The concept of room service involves the daily care of guest areas and ensuring high-quality service. Room cleanliness is a key factor for guest satisfaction. Well-implemented cleaning policies, combined with efficient practices, enhance the guest experience. Additionally, room service plays an important role in guest satisfaction by offering various services that aim for optimal service delivery. In this course, the advantages and disadvantages of these services are analyzed, aiming to improve the overall guest experience.



Contents – Topics

- **Daily Tasks in Room Service** – Room service employees are responsible for maintaining room cleanliness, changing linens and towels, ensuring proper placement of hospitality items, and adhering to hygiene standards. These daily tasks contribute to creating a pleasant experience for guests.
- **Room Inspection and Quality Service** – This includes inspecting the room before the guests' arrival, ensuring that everything is in the correct place, clean, and functional. Attention to detail is crucial for ensuring guest satisfaction and creating positive impressions.

- **Importance of Room Cleanliness** – Cleanliness is not just about aesthetics but is essential for guest health and safety. Clean rooms enhance guest satisfaction and influence hotel reviews and ratings, contributing to the hotel's reputation and competitiveness.
- **Cleaning Policies and Standards** – Cleaning policies ensure that the highest hygiene standards are maintained in all rooms and common areas. Cleaning staff must be well-informed about the instructions regarding the use of cleaning products and waste management, following health and safety guidelines.
- **Tips for Efficient Room Cleaning** – Time management and proper use of equipment are crucial for efficient cleaning. Employees must know how to effectively use cleaning products and tools, minimizing work time without sacrificing service quality.
- **Room Service** – Room service includes food and beverage delivery service to guest rooms, adding a sense of luxury. Key principles of room service include prompt delivery, courteous service, and ensuring the quality of the products offered. Proper handling of room service increases guest satisfaction and enhances the overall stay experience.



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Recognize the importance of cleanliness in hotels and its impact on guest satisfaction.
- ✓ Understand various cleaning techniques and how they contribute to maintaining high hygiene standards in the hotel.
- ✓ Apply the basic principles of room service effectively.
- ✓ Evaluate the advantages and disadvantages of room service.
- ✓ Design improved cleaning practices to maximize efficiency.



Key Benefits for Your Organization

- > **Enhanced Guest Satisfaction:** By mastering room service operations, staff can provide exceptional service that meets and exceeds guest expectations.
- > **Improved Operational Efficiency:** Efficient room service practices lead to better time management and resource utilization.
- > **Elevated Hotel Reputation:** Consistently high-quality room service contributes to positive reviews and repeat business.
- > **Compliance with Hygiene Standards:** Understanding and implementing cleaning policies ensure adherence to health and safety regulations.



Target Audience

Hotel employees

Course Features



Duration: Approx. 40 – 60 minutes (self-paced)



Language: English



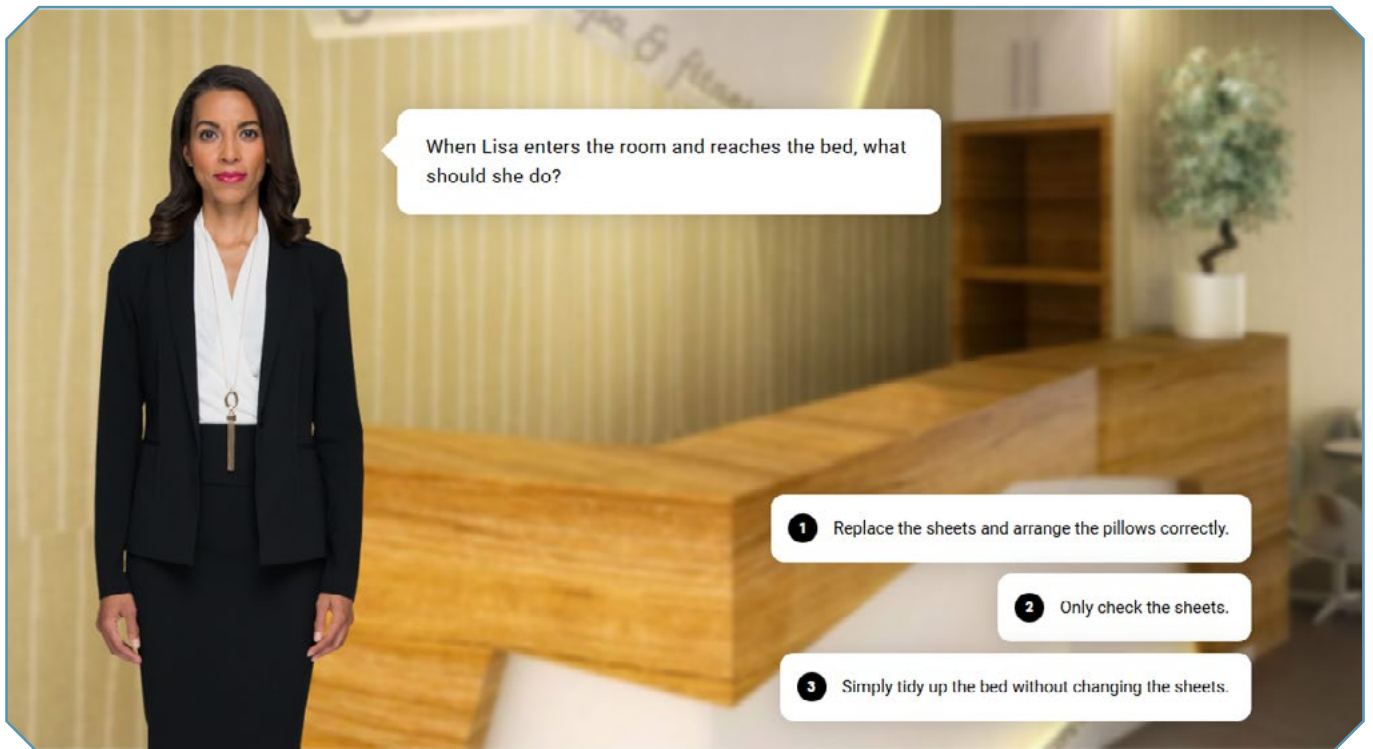
Format: 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)



Certificate of Completion: Downloadable and shareable



Microlearning Structure: Ideal for short, focused learning sessions



1. Room Cleanliness – Scenario



2. Efficient Cleaning Tips – Flashcards

Optimal Cleaning Techniques

Elevating Hospitality Standards through Excellence in Cleanliness

Click to Enroll

Course Overview

In the hospitality industry, cleanliness is paramount. It not only ensures guest satisfaction but also enhances the establishment's reputation and operational efficiency. This course delves into the significance of cleanliness in hotels, emphasizing sustainable practices and the pivotal role of housekeeping staff.

Cleanliness in hotels is one of the most important factors influencing guest experience and satisfaction. Attention to cleanliness builds guest trust, improves their perception of hotel quality, and reduces the chances of negative reviews. Additionally, it contributes to an increase in repeat visits and promotes positive word-of-mouth recommendations. Adopting sustainable cleaning practices, such as using eco-friendly products, conserving water, and reducing waste, also enhances the hotel's environmental image and long-term efficiency.



Contents – Topics

- **Cleanliness and Guest Satisfaction** – Cleanliness is a key factor in guest satisfaction, directly impacting the hotel's reviews and ratings.
- **Increasing the Likelihood of Repeat Visits** – A clean hotel increases the likelihood of returning guests, helping to build loyal guests.
- **Role of the Housekeeping Department** – The housekeeping department is responsible for ensuring the cleanliness of rooms and common areas, providing a pleasant and comfortable stay for guests.
- **Sustainable Cleaning** – Adopting eco-friendly cleaning practices is important for environmental protection, resource conservation, and enhancing the hotel's reputation.
- **Staff Training** – Proper training of cleaning staff is essential for effectively applying cleanliness standards and sustainable practices, ensuring high levels of cleanliness and guest satisfaction.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Understand the importance of cleanliness in a hotel and how it affects guest satisfaction and hotel reviews.
- ✓ Become familiar with cleaning techniques to ensure high hygiene standards across all hotel areas.
- ✓ Efficiently carry out housekeeping tasks, including cleaning rooms, bathrooms, and public spaces.
- ✓ Manage mishaps and stains professionally, ensuring minimal disruption to the guest experience.
- ✓ Apply sustainable cleaning practices that reduce the environmental impact while maintaining service quality.






Target Audience

Hotel managers and employees

Key Benefits for Your Organization

- > **Enhanced Guest Satisfaction:** Implementing optimal cleaning techniques ensures a pleasant stay for guests, leading to positive reviews and repeat business.
- > **Operational Efficiency:** Trained staff can perform cleaning tasks more efficiently, reducing time and resources spent.
- > **Sustainability:** Adopting eco-friendly cleaning practices not only benefits the environment but also appeals to environmentally conscious guests.
- > **Reputation Management:** Consistent cleanliness standards bolster the hotel's reputation in a competitive market.

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions

Hotel Hygiene Essentials

Ensuring Excellence in Hospitality
through Rigorous Hygiene Standards

Click to Enroll

Course Overview

In the hospitality industry, maintaining impeccable hygiene standards is paramount to ensuring guest satisfaction and safety. The recent global health challenges have underscored the necessity for stringent hygiene protocols in hotels. This course provides comprehensive training on essential hygiene practices, focusing on facilities, staff, and food hygiene to uphold the highest standards in hotel operations.

Hygiene is the most important factor for the smooth operation of a hotel. The Sars Covid-19 pandemic made it even more urgent to tighten hygiene measures and perform thorough, regular cleaning checks to prevent the spread of diseases. Hygiene is divided into three areas: facilities and spaces hygiene, staff hygiene, and food hygiene. These areas are interconnected in a hotel business, ensuring the health and positive experience of the guests.



Contents – Topics

- **Cleaning Rules and Practical Applications to Ensure Hygiene in Spaces** – Rooms are one of the key areas where hygiene and cleanliness must be strictly maintained, with special attention to bathroom cleaning. By using appropriate equipment such as brooms, disinfectant wipes, and cleaning agents, and following a set of organized steps, hotel employees can achieve optimal cleanliness.
- **Practical Applications to Ensure Staff Hygiene** – Hotel staff must be trained in both individual and collective hygiene according to regulations and protocols, including awareness of specific risks (e.g., cross-contamination, high-risk factors). Gloves, masks, hand sanitizers, regular handwashing, and hairnets are the most effective protective and cleaning measures.
- **Food Hygiene in the Hotel Sector** – Food and kitchen hygiene is crucial for proper food storage, preparation, and serving. Hotel employees must understand the importance of prevention, cleanliness, and vigilance, ensuring cleanliness in food areas, proper washing, receiving, preparation, storage, and serving of food.



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Understand why hygiene is important.
- ✓ Distinguish the categories of hygiene in the hotel industry.
- ✓ Apply practical methods for effective hygiene and cleanliness.



Key Benefits for Your Organization






- > **Enhanced Guest Confidence:** Implementing rigorous hygiene standards fosters trust and satisfaction among guests.
- > **Compliance with Health Regulations:** Adhering to established hygiene protocols ensures compliance with local and international health guidelines.
- > **Operational Efficiency:** Well-trained staff can perform cleaning and hygiene tasks more effectively, leading to improved operational efficiency.
- > **Reputation Management:** Maintaining high hygiene standards enhances the hotel's reputation in a competitive market.

Target Audience



Hotel managers
and employees

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions

Room Preparation

Enhancing Guest Satisfaction through Excellence in Room Preparation

[Click to Enroll](#)

Course Overview

In the hospitality industry, the first impression is paramount. A meticulously prepared room not only reflects the establishment's commitment to excellence but also significantly influences guest satisfaction and loyalty. This course delves into the essential practices of room preparation, emphasizing cleanliness, ambiance, and hygiene to ensure a memorable guest experience.

Room preparation involves the care and maintenance of guest spaces, ensuring a pleasant stay. The cleanliness of the room is a key factor in guest satisfaction, as a clean and organized environment creates positive impressions. When cleaning policies are properly applied, combined with efficient practices, the guest experience is enhanced, and the hotel's reputation is strengthened. In this course, participants will explore the main cleaning procedures, the importance of room ambiance, and the difference between cleaning and disinfection, all aimed at ensuring high standards of hygiene and quality service.



Contents – Topics

- **The Importance of Excellent Room Preparation** – Excellent room preparation is crucial for the first impression guests have upon arrival. A well-prepared room contributes to the guests' overall satisfaction and enhances the hotel's reputation. Employees must understand how preparation affects the guest experience and the likelihood of repeat visits.
- **Room and Bathroom Cleaning Equipment** – Proper use of cleaning equipment is essential for the effective preparation of rooms. The equipment includes vacuum cleaners, cloths, detergents, and other products. Training employees in the use and maintenance of this equipment ensures that cleaning tasks are performed efficiently and safely.

- **Creating a Room Preparation Plan** – An organized room preparation plan is fundamental for time management and cleaning team efficiency. Employees will learn how to create checklists and schedules for daily tasks, ensuring nothing is overlooked and that everything is completed on time.
- **Room and Bathroom Cleaning Actions** – Cleaning procedures must be thorough and specific. Each employee should know the steps required for cleaning the room and bathroom, as well as the different techniques that should be used depending on the conditions. Understanding cleanliness standards contributes to ensuring a healthy and safe environment for guests.
- **Room Ambiance** – The ambiance of the room plays an important role in the guest experience. Employees will learn how to create a pleasant atmosphere through appropriate décor, lighting, and scents. These details add value to the stay and enhance the hotel's image.
- **Difference between Cleaning and Disinfecting** – Understanding the difference between cleaning and disinfecting is crucial for maintaining hygiene standards. Employees will examine the processes and products used in each case, ensuring that cleanliness requirements are fully met. Proper application of these procedures protects guest health and strengthens their trust in the hotel.



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Understand the importance of excellent room preparation for guest experience.
- ✓ Recognize the appropriate cleaning equipment for rooms and bathrooms.
- ✓ Design a room preparation plan, including necessary steps and timelines.
- ✓ Analyze the cleaning actions for rooms and bathrooms, identifying differences in each process.
- ✓ Compare cleaning and disinfecting procedures, recognizing their differences and importance for room hygiene.



Key Benefits for Your Organization

- > **Enhanced Guest Satisfaction:** A well-prepared room significantly boosts guest satisfaction, leading to positive reviews and repeat business.
- > **Operational Efficiency:** Structured room preparation plans streamline housekeeping operations, ensuring timely and thorough cleaning.
- > **Elevated Brand Reputation:** Consistent room quality reinforces the hotel's commitment to excellence, enhancing its market position.
- > **Compliance with Hygiene Standards:** Understanding the nuances between cleaning and disinfecting ensures adherence to health and safety regulations.



Target Audience

Hotel employees

Course Features



Duration: Approx. 40 – 60 minutes (self-paced)



Language: English



Format: 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)



Certificate of Completion: Downloadable and shareable



Microlearning Structure: Ideal for short, focused learning sessions



FOOD & BEVERAGE SERVICE AND MANAGEMENT

This category includes the following courses:

- Effective Food Management in Room Service
- Wine and Beverages Service
- Mastering Service Techniques & Guest Interaction in Restaurants
- Food Allergies & Dietary Concerns

Effective Food Management in Room Service

Enhancing Guest Satisfaction through Excellence in Food Service Management

[Click to Enroll](#)

Course Overview

In the hospitality industry, room service plays a pivotal role in enhancing guest satisfaction and loyalty. Efficient food management within room service operations ensures timely delivery, quality assurance, and adherence to hygiene standards. This course delves into the intricacies of managing food services in a room service context, providing participants with the knowledge and skills to optimize operations and exceed guest expectations.

Effective food management in room service is crucial for delivering high-quality meals promptly and safely to guests. This course covers the essential aspects of food preparation, storage, delivery, and hygiene practices specific to room service operations. Participants will learn how to coordinate between kitchen and service staff, manage inventory, and implement quality control measures to ensure guest satisfaction and compliance with health regulations.



Contents – Topics

- **Introduction to Room Service Operations** – Understanding the role and significance of room service in the hospitality industry.
- **Food Preparation and Presentation** – Techniques for preparing and presenting meals that meet quality and aesthetic standards.
- **Inventory Management** – Strategies for managing food inventory to minimize waste and ensure freshness.
- **Coordination between Kitchen and Service Staff** – Effective communication and collaboration methods to streamline room service operations.

- **Hygiene and Safety Standards** – Implementing best practices for food safety and hygiene in room service delivery.
- **Guest Interaction and Feedback** – Approaches to engaging with guests, handling special requests, and incorporating feedback for continuous improvement.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Understand the fundamental principles of effective food management in room service.
- ✓ Implement efficient food preparation and delivery processes.
- ✓ Maintain high standards of hygiene and safety in food handling.
- ✓ Coordinate effectively between kitchen and service departments.
- ✓ Enhance guest satisfaction through quality service and responsiveness.

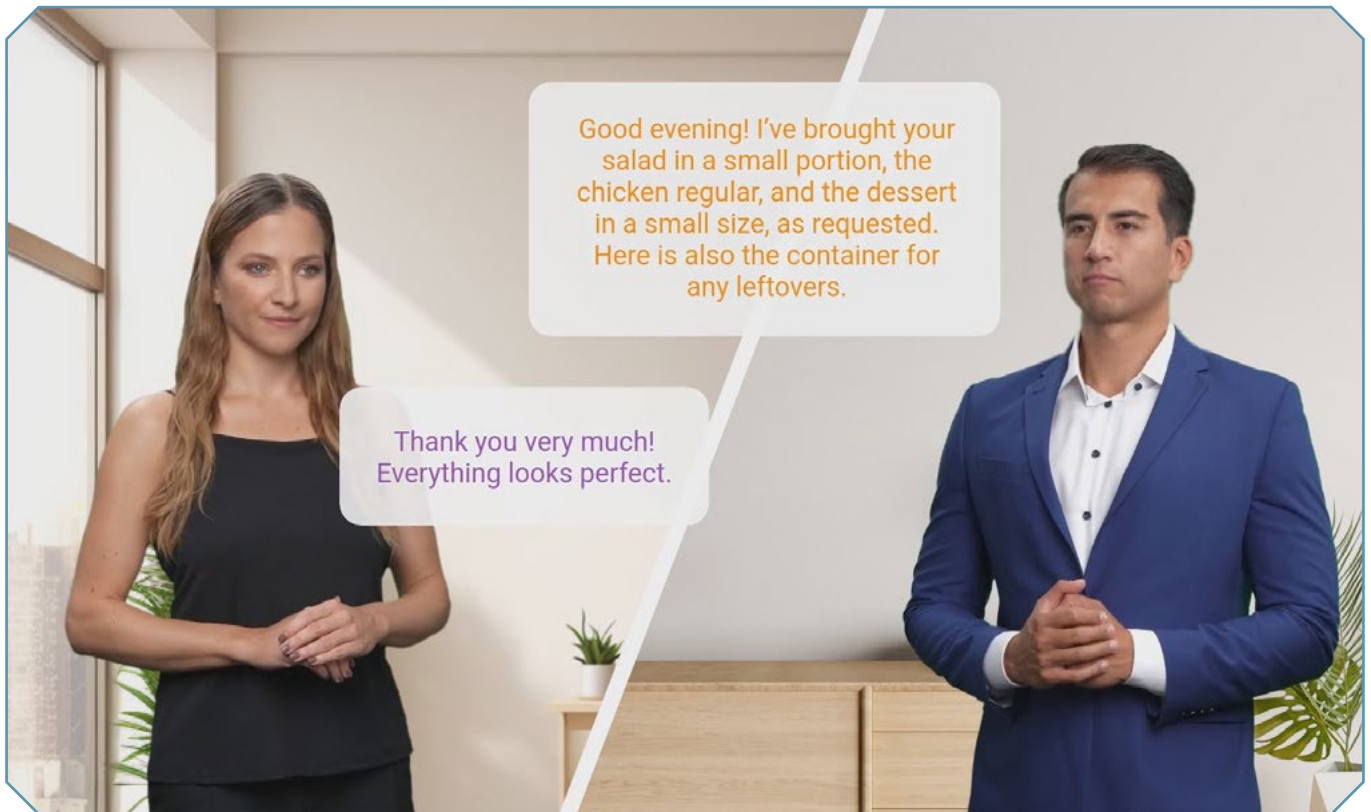
Key Benefits for Your Organization

- > **Improved Guest Satisfaction:** Delivering high-quality room service enhances the overall guest experience.
- > **Operational Efficiency:** Streamlined processes reduce delays and errors in food delivery.
- > **Compliance with Health Standards:** Adhering to hygiene protocols minimizes health risks and ensures regulatory compliance.
- > **Employee Development:** Training staff in best practices fosters a culture of excellence and accountability.

Target Audience



- Hotel managers and supervisors
- Room service staff
- Hospitality professionals seeking to improve service quality



Enhancing Sustainability and Customer Experience – Video

Course Features



Duration: Approx. 40 – 60 minutes (self-paced)



Language: English



Format: 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)



Certificate of Completion: Downloadable and shareable



Microlearning Structure: Ideal for short, focused learning sessions

Wine and Beverages Service

Elevating Hospitality Standards through Excellence in Beverage Service

Click to Enroll

Course Overview

In the hospitality industry, exceptional wine and beverage service is pivotal in enhancing guest satisfaction and establishing a hotel's reputation. This course delves into the refined art of beverage service, equipping staff with the knowledge and skills to deliver outstanding service that distinguishes your establishment from the competition.

Excellent wine and beverage service is vital in the hospitality industry, as it can significantly enhance the overall guest experience and the hotel's reputation, attracting even more visitors. Moreover, training staff in the refined art of beverage service is what makes a hotel's Food and Beverage (F&B) service stand out from the competition. This course explores the most effective methods of professional wine and beverage service.



Contents – Topics

- **Wine Service** – Serving wine is a specialized process that requires knowledge and expertise. Besides selecting the right wines for the menu, delivering excellent wine service involves understanding different wine varieties, pairing them with food, serving at the ideal temperature, and storing them properly.
- **Beverage Service** – The main types of beverages served in hotels and food establishments include soft drinks, alcoholic beverages, beer, and cocktails. Beverage service goes beyond knowing a recipe; it's about creation, and a well-presented drink is sure to catch the eye. In addition, hotel alcohol service staff must be aware of alcohol-related issues.
- **Coffee and Infusion Service** – Knowledge of different types of coffee (hot and cold) and infusions (herbal teas) is essential for delivering excellent service. Ensuring that a beverage order is served promptly and checking guest satisfaction are key aspects of this service.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Summarize the principles governing wine menu organization and ideal wine service.
- ✓ Apply beverage service techniques, including upselling strategies.
- ✓ Understand the importance of alcohol awareness and excessive consumption.
- ✓ Describe the ideal way to serve coffee and hot infusions.
- ✓ List the common wine varieties, beverage types, coffee, and infusions, both internationally and in Greece.






Key Benefits for Your Organization

- > **Enhanced Guest Experience:** Delivering exceptional beverage service elevates the overall guest experience, fostering loyalty and positive reviews.
- > **Competitive Advantage:** Well-trained staff in beverage service can set your establishment apart in a competitive market.
- > **Increased Revenue:** Effective upselling techniques and superior service can lead to increased sales in the F&B department.
- > **Staff Development:** Empowering employees with specialized skills boosts morale and reduces turnover.

Target Audience

Hotel managers
and employees

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions

Mastering Service Techniques & Guest Interaction in Restaurants

Elevating Dining Experiences through Professional Service Excellence

[Click to Enroll](#)

Course Overview

In the competitive world of hospitality, exceptional service and meaningful guest interactions are paramount. This course delves into the intricacies of restaurant service within hotel establishments, emphasizing the importance of understanding guest needs and delivering service that exceeds expectations.

Hotel restaurants fall under the category of food service establishments, which today form a significant economic sector within the tourism industry. These restaurants are complex facilities that offer a range of services to meet various guest needs. As an employee in a hotel restaurant, it is important to understand what these needs are and how to meet them by providing optimal service with professionalism and high quality.



Contents – Topics

- **Hotel Restaurant and its Organization** – A well-reviewed hotel restaurant can be a major attraction for guests. The reputation of a good restaurant can enhance the hotel's profile and bring additional revenue to the business. Hotel restaurants offer a variety of services aimed at meeting the biological, safety, social, esteem, and self-actualization needs of guests.
- **Providing Optimal Service** – In a hotel restaurant, different roles are assigned to various staff members. The Maître (or Restaurant Manager) is responsible for overseeing the smooth operation of the service. Also, working in the dining room is the Host/Hostess, who is the first point of contact for guests, and the Head Waiter (or Captain), who coordinates the waitstaff in the serving process. In the kitchen, the Chef leads the team and coordinates the rest of the staff for food production.



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Understand the importance of a hotel restaurant and how it should serve the guests.
- ✓ Describe the organization of a restaurant and the responsibilities of its management team.
- ✓ List the duties and responsibilities of the Maître, Host/Hostess, and Head Waiter.
- ✓ Define the roles and tasks of waitstaff and their assistants.
- ✓ Summarize the basic principles of table setting (art de la table), meal types, and appropriate serving methods.
- ✓ Mention the importance of being informed about guest allergies and dietary preferences.
- ✓ List the duties of bartenders.
- ✓ Explain the responsibilities of the Chef, Sous Chef, and cooks, as well as the operational structure of the restaurant kitchen.



Key Benefits for Your Organization

- **Enhanced Guest Satisfaction:** By mastering service techniques and guest interaction, staff can provide memorable dining experiences that encourage repeat business.
- **Operational Efficiency:** A well-organized restaurant with clearly defined roles ensures smooth operations and high-quality service delivery.
- **Reputation Management:** Exceptional service and guest satisfaction contribute to positive reviews and a strong reputation in the hospitality industry.
- **Staff Development:** Investing in staff training fosters a culture of excellence and continuous improvement.



Target Audience

Hotel managers
and employees

1

Which of the following staff members is responsible for setting the specific goals of the food and beverage departments and organizing the procedures necessary for their smooth operation?

Choose the correct answer and then click Submit.

The General Manager






The F&B manager

The F&B controller

SUBMIT

Responsibilities of Management Staff in a Hotel Restaurant – Evaluation

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions

Food Allergies & Dietary Concerns

Ensuring Guest Safety and Satisfaction
through Dietary Awareness

Click to Enroll

Course Overview

In today's diverse culinary landscape, understanding and accommodating guests' dietary needs is paramount for any hospitality establishment. This course delves into the intricacies of food allergies, intolerances, and various dietary preferences, equipping hospitality professionals with the knowledge and skills to provide exceptional service while ensuring guest safety.

Excellent service is the primary goal of any hospitality establishment. A key step toward achieving this is addressing each guest's dietary needs. By expanding our knowledge on dietary preferences, disorders, and the ingredients that trigger them, you will be able to manage the dietary habits of your guests, offering a variety of options.



Contents – Topics

- **Dietary Habits** – Dietary habits vary across the world, driven by personal reasons or food allergies.
- **Food Allergies** – A food allergy can be described as an abnormal reaction by the immune system caused by the consumption of a particular food. Reactions can range from mild to severe, even life-threatening, such as anaphylaxis.
- **Food Intolerance and Other Reactions** – Unlike allergies, depending on the type of food intolerance, small quantities of the harmful food may be consumed without triggering a reaction.
- **Managing Food Allergies** – It is essential for every hospitality department to follow specific actions outlined by the hotel's policies.
- **Other Dietary Preferences** – Beyond food allergies or intolerances, personal reasons like religion, environmental awareness, and wellness may influence specific dietary habits.



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Define what a food allergy is and be aware of the common foods that trigger them.
- ✓ Distinguish between food allergy and intolerance, recognizing their symptoms.
- ✓ Identify different dietary habits.
- ✓ Become familiar with best practices for managing food allergies and other dietary needs.



Key Benefits for Your Organization






- > **Enhanced Guest Safety:** By understanding and managing food allergies and dietary concerns, your staff can prevent adverse reactions, ensuring guest well-being.
- > **Improved Guest Satisfaction:** Accommodating diverse dietary needs demonstrates a commitment to guest comfort, leading to positive reviews and repeat business.
- > **Regulatory Compliance:** Staying informed about food allergens and dietary restrictions helps in adhering to health and safety regulations.
- > **Staff Empowerment:** Training equips your team with the confidence and competence to handle dietary inquiries and concerns effectively.



Target Audience

Hotel managers
and staff

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions



HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT

This category includes the following courses:

- Conflict Resolution in the Workplace
- Communicating and Negotiating Effectively
- Diversity and Inclusion
- Team Management
- Interview Guide: Part A
- Interview Guide: Part B

Conflict Resolution in the Workplace

Fostering a Harmonious and Productive Work Environment

Click to Enroll

Course Overview

In today's dynamic workplace, conflicts are inevitable. However, when managed effectively, they can lead to growth, innovation, and improved team dynamics. This course delves into the nature and causes of workplace conflicts, equipping participants with the skills to identify, address, and resolve conflicts constructively.

In this course, you will focus on understanding the nature and causes of conflicts in the work environment. You will examine the positive and negative aspects of these situations, as well as how to identify their causes. By understanding the various types and categories of conflicts, you will be able to describe their effects on both employees and businesses. Through this analysis, you will acquire the skills necessary to effectively implement appropriate prevention and resolution strategies, with the goal of creating a healthier and more friendly work environment for everyone.



Contents – Topics

- **Introduction: Conflict Management in the Workplace** – Workplace conflict refers to opposition, incompatibility, or disagreement between individuals or groups regarding goals, values, or personalities. Conflict resolution is the process of addressing it through methods such as negotiation, compromise, or finding common ground. Conscious efforts to resolve conflicts contribute to improving relationships and performance in the workplace.
- **The Concept of Conflict and Its Resolution in the Workplace** – Conflict management refers to recognizing and addressing differences between individuals or groups fairly and effectively. Conflicts can arise on an interpersonal, group, or organizational level.

- **Causes of Conflicts in the Workplace** – Conflicts in the workplace can stem from external factors related to the environment and working conditions, such as communication problems, company structure, employee needs, and environmental instability. They can also be caused from internal factors related to the personal characteristics or issues of employees, such as lifestyle, family problems, financial difficulties, and ambitions. These conflicts affect performance, flexibility, and the well-being of employees.
- **Consequences of Conflicts** – Workplace conflict can be caused by various factors and have different consequences. These causes can lead to problematic and destructive effects on the company, employees, and overall productivity. However, some conflicts may have positive outcomes, such as generating new ideas and breaking stagnation. While conflicts are inevitable, when they exceed a certain threshold, they become harmful and lead to more negative than positive results.



Learning Objectives

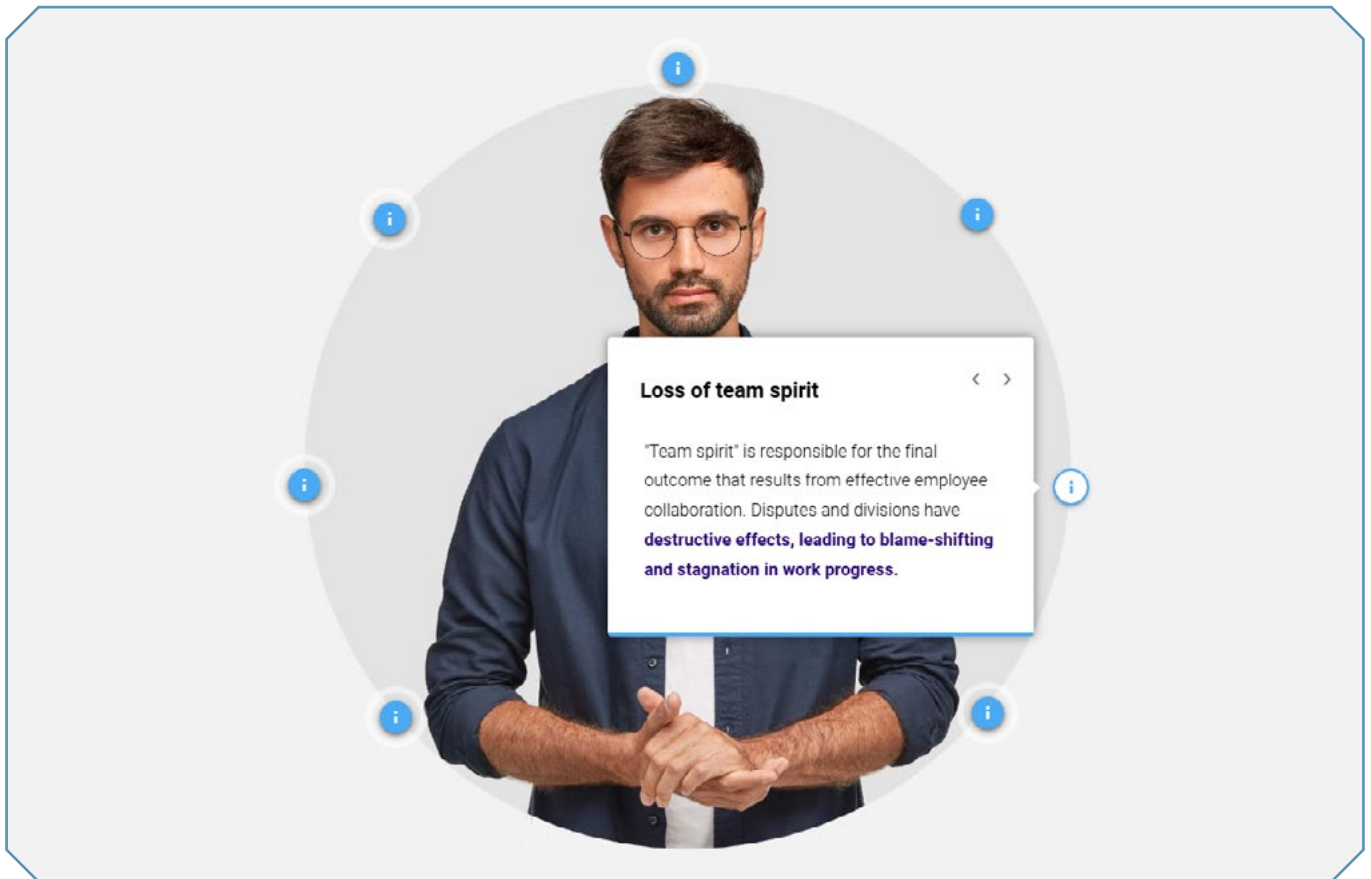
Upon successful completion of this course, learners will be able to:

- ✓ Define the concept of conflict and its resolution in the workplace.
- ✓ Identify the positive and negative aspects of conflicts.
- ✓ Recognize the causes of conflicts in the workplace.
- ✓ Distinguish the types and categories of conflicts.
- ✓ Describe the consequences of conflicts for both employees and businesses.
- ✓ Apply appropriate prevention and conflict management strategies in the workplace.
- ✓ Describe ways to enhance information security when working remotely.








Key Benefits for Your Organization

- > **Enhanced Team Dynamics:** Equip your team with the skills to navigate and resolve conflicts, leading to improved collaboration and productivity.
- > **Reduced Workplace Tension:** Proactively addressing conflicts minimizes stress and fosters a positive work environment.
- > **Improved Employee Retention:** A harmonious workplace culture contributes to higher job satisfaction and reduced turnover.
- > **Strengthened Organizational Reputation:** Demonstrating a commitment to conflict resolution showcases your organization's dedication to employee well-being and professional development.



Consequences of Conflicts – Markers

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions

Target Audience



Employees at all business levels

Communicating and Negotiating Effectively

Mastering the Art of Organizational Communication and Negotiation

Click to Enroll

Course Overview

Effective communication and negotiation are cornerstone skills in any professional setting. This course delves into the principles of organizational communication, explores negotiation strategies, and examines labor relations within European contexts. Participants will gain insights into overcoming communication barriers and mastering negotiation tactics to foster productive workplace relationships.

Communication is a fundamental concept in human development. As expected, good communication within a work environment, a business, or an organization has positive effects on its development. In this course, you will learn about the concept of organizational communication, its contribution and necessity, as well as its potential barriers. In the second part of the course, you will learn about the concept of negotiation, which is closely related to communication, its strategies, and stages. Finally, you will see how communication and negotiation shape labor relations at state level, with reference to examples from European countries.



Contents – Topics

- **Organizational Communication** – This section examines the definition of organizational communication, its contribution, and its necessity for the success of a business or organization, as well as the barriers that may arise.
- **Negotiations** – The section examines the concept of negotiations in the workplace. After defining the concept, the study moves on to negotiation strategies, stages, and tactics that a negotiator may apply.
- **Labor Relations in European Countries** – To understand the importance of organizational communication and negotiations in the workplace, labor relations in five European countries (France, Germany, Italy, Spain, the United Kingdom) are presented.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Define organizational communication.
- ✓ Understand the importance and necessity of organizational communication in the workplace.
- ✓ Identify the four types of negotiation strategies.
- ✓ Describe the stages and tactics of the negotiation process.
- ✓ Understand how communication and negotiation shape labor relations at the state level.

Target Audience








- Office employees
- The general public

Key Benefits for Your Organization

- > **Enhanced Communication Skills:** Equip your team with the ability to communicate effectively, reducing misunderstandings and increasing efficiency.
- > **Improved Negotiation Techniques:** Learn strategies to negotiate successfully, leading to better deals and workplace harmony.
- > **Insight into European Labor Relations:** Understand how different countries manage labor relations, providing a broader perspective for international operations.
- > **Professional Development:** Investing in this course demonstrates a commitment to employee growth and organizational excellence.

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions

Diversity and Inclusion

Fostering an Inclusive Workplace for Enhanced Collaboration and Innovation

Click to Enroll

Course Overview

In today's globalized business environment, embracing diversity and fostering inclusion are not just ethical imperatives but strategic advantages. This course delves into the significance of diversity and inclusion in the workplace, highlighting how they contribute to employee satisfaction, innovation, and overall organizational success.

The social shifts towards diversity and inclusion have inevitably impacted the business world. This is a new reality that can only prove beneficial for employees and, by extension, for the company itself. However, this requires adopting a new corporate culture that respects employees and offers them equal opportunities for advancement and expression without exclusions.



Contents – Topics

- **Diversity** – Workplace diversity refers to the heterogeneity of employees in terms of gender, age, beliefs, origin, educational background, and skills. However, the presence of employees who belong to the sphere of diversity does not automatically result in their effective inclusion and acceptance in the workplace. Therefore, every business must strive to include them by creating a suitable work environment that promotes respect and equality among employees.
- **Benefits of an Inclusive Work Environment** – Adopting an inclusive culture in the workplace can benefit not only individual employees but also the business as a whole. An inclusive work environment can motivate employees to maximize their skills, resulting in increased company productivity and further development.
- **Barriers to Creating an Inclusive Climate in the Workplace** – Creating an inclusive work environment is not an easy task. Lack of training, personal biases, and the absence of inclusive policies significantly hinder the acceptance and integration of diversity within the company's workforce.
- **Techniques for Creating an Inclusive Work Environment** – Every employee, whether in a leadership position or as a team member, should strive to promote the company's inclusive culture by applying specific techniques and demonstrating behaviors that promote respect and equality.



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Define diversity and inclusion.
- ✓ Recognize the benefits of an inclusive workplace culture.
- ✓ Identify potential barriers to implementing an inclusive corporate policy.
- ✓ Apply techniques to promote diversity and inclusion as a leader or employee of the company.



Key Benefits for Your Organization

- > **Enhanced Employee Engagement:** Inclusive workplaces foster a sense of belonging, leading to higher employee satisfaction and retention.
- > **Broader Talent Pool:** Embracing diversity allows access to a wider range of skills and perspectives, driving innovation.
- > **Improved Company Reputation:** Organizations known for their inclusive practices attract top talent and loyal customers.
- > **Compliance and Risk Management:** Understanding and implementing inclusive policies help in adhering to legal standards and reducing workplace conflicts.

Target Audience



Employees of all business levels

Course Features



Duration: Approx. 40 – 60 minutes (self-paced)



Language: English



Format: 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)



Certificate of Completion: Downloadable and shareable



Microlearning Structure: Ideal for short, focused learning sessions

Team Management

Empowering Leaders to Build Cohesive and High-Performing Teams

Click to Enroll

Course Overview

Effective team management is the cornerstone of organizational success. This course delves into the principles and practices that enable leaders to form, develop, and sustain high-performing teams. Participants will explore strategies to foster collaboration, enhance productivity, and drive team excellence.

Team management is the “backbone” of how every business is organized. When done correctly, group activities and, consequently, the business’s goals are achieved. The pillars of effective team management are the leader or coordinator and the team members, working together to achieve a common goal. Leaders are primarily responsible for the smooth functioning of the team, maintaining and strengthening strong bonds of trust among members, while also finding ways to make the team more efficient in fulfilling its purpose.



Contents – Topics

- **Introduction to Team Management** – Team management involves the formation, organization, and coordination of teams to effectively execute a desired activity or achieve a goal. It also includes a set of rules or a system followed by all team members.
- **Principles of Team Formation** – The key to the effective operation of a team as a harmonious whole with strong bonds among its members lies in its design, specifically in shaping a unified identity.
- **Team Effectiveness and the Role of Leaders** – The strength of effective teams lies in their ability to perform at high levels of productivity. Leaders play a role in influencing and guiding team members toward the mission with a shared vision.
- **Strategies to Increase Team Effectiveness** – There are certain obstacles to effective team management, and strategies can be adopted to avoid them. Specifically, maintaining team cohesion, achieving consensus in decision-making, fostering creativity and innovation, and continuously monitoring efficiency through evaluations are some of the challenges teams face.

Learning Objectives






Upon successful completion of this course, learners will be able to:

- ✓ Recognize the benefits of teams for businesses and the individuals who participate in them.
- ✓ Describe the basic principles that govern the formation of a team, such as member selection criteria, team identity formation, and task delegation.
- ✓ Understand the role of a leader and identify the characteristics that make them effective.
- ✓ Describe the “dos” and “don’ts” of participatory leadership and the advantages of group decision-making.
- ✓ Apply strategies aimed at achieving consensus and enhancing team creativity and innovation.
- ✓ Understand the importance of strengthening bonds among team members and apply appropriate techniques to achieve this.

Key Benefits for Your Organization

- > **Enhanced Team Performance:** Implementing effective team management strategies leads to improved collaboration, efficiency, and goal attainment.
- > **Strong Leadership Development:** Leaders equipped with the right tools can inspire and guide their teams more effectively.
- > **Improved Workplace Culture:** Fostering trust and cohesion among team members contributes to a positive and productive work environment.
- > **Increased Innovation:** Encouraging creativity and consensus in decision-making drives innovation and adaptability.

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions

Target Audience

- Business executives
- Employees in businesses and organizations
- The general public

Interview Guide: Part A

Your First Step to Hiring
with Confidence and Clarity

Click to Enroll

Course Overview

Successful hiring starts with structured preparation. Interview Guide: Part A by Inelso EduPath is your essential resource for mastering the pre-interview phase. This interactive course guides hiring managers and HR professionals in laying a solid foundation for candidate selection—before the first question is even asked.

This course emphasizes the importance of aligning candidate profiles with company goals, building consistent interview frameworks, and staying legally compliant. It is an ideal solution for both new and experienced hiring personnel across any industry.



Contents – Topics

- Interview Preparation Essentials
- Building the Ideal Candidate Profile
- Interview Formats and Structure
- Creating Powerful Interview Questions
- Managing Interview Bias and Staying Compliant

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Prepare and structure interviews strategically and professionally.
- ✓ Define clear candidate profiles aligned with role requirements.
- ✓ Apply question formats that evaluate behavior, culture fit, and competencies.
- ✓ Ensure legal compliance and objectivity throughout the interview process.
- ✓ Design a professional, welcoming candidate experience.

Key Benefits for Your Organization






- > **Better Hiring Outcomes:** Structured preparation results in better job-candidate matches.
- > **Reduced Time-to-Hire:** Standardized processes speed up evaluation and decision-making.
- > **Increased Team Alignment:** Align interview practices across departments.
- > **Stronger Employer Brand:** A positive interview experience reflects your organizational culture.



Target Audience

Hotel managers and employees

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions

Interview Guide: Part B

Selecting the Right Candidate with Confidence and Insight

[Click to Enroll](#)

Course Overview

The 'Interview Guide: Part B' course is a powerful continuation of Inelso EduPath's Interview Guide series. It's designed to help hiring managers and HR professionals make confident and informed hiring decisions. This course covers the critical steps after the interview, including candidate evaluation, post-interview communication, decision-making, and onboarding.

Participants will gain best practices for analyzing interview responses, using scoring rubrics, ensuring fairness in the selection process, and providing clear feedback. Whether you're a new recruiter or a seasoned hiring leader, this course helps you refine your decision-making process and optimize candidate fit.



Contents – Topics

- Post-Interview Analysis and Scoring
- Comparing Candidate Profiles
- Legal and Ethical Hiring Practices
- Communicating Hiring Decisions
- Designing a Successful Onboarding Process

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Apply structured methods to evaluate interview results.
- ✓ Use scoring guides and evaluation criteria to compare candidates objectively.
- ✓ Understand legal and ethical considerations in candidate selection.
- ✓ Deliver professional follow-up communication to all candidates.
- ✓ Create a welcoming and informative onboarding experience.






Key Benefits for Your Organization

- > **Better hiring decisions** through objective and structured evaluation.
- > **Enhanced candidate experience** with timely communication and transparency.
- > **Compliance** with employment laws and hiring ethics.
- > **Seamless integration** of new hires through a consistent onboarding process.

Target Audience

Hotel managers
and employees

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions



LEGAL ISSUES AND COMPLIANCE

This category includes the following courses:

- Handling of Information Security Incidents
- Anti-Bribery and Corruption
- Cyber Security: Basic Principles
- General Data Protection Regulation (GDPR)
- Sanctions: Basic Principles and Compliance

Handling of Information Security Incidents

Ensure Business Continuity with Proactive Security Response

Click to Enroll

Course Overview

In today's digital landscape, organizations are increasingly exposed to information security threats that can compromise sensitive data and disrupt operations. This course by Inelso EduPath provides a structured, comprehensive approach to recognizing, managing, and mitigating security incidents effectively.

The course guides learners through the entire incident handling process—identifying potential risks, implementing immediate responses, containing breaches, and executing recovery plans. It empowers staff to take swift, responsible action to protect both information assets and organizational integrity.



Contents – Topics

- Introduction to Information Security and Incidents
- The Incident Response Lifecycle
- Roles and Responsibilities in Incident Handling
- Communication and Escalation Protocols
- Post-Incident Review and Continuous Improvement

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Recognize different types of information security incidents.
- ✓ Understand the steps in an incident response plan.
- ✓ Apply procedures to detect, assess, and contain security breaches.
- ✓ Communicate effectively during and after a security event.
- ✓ Ensure business continuity through rapid, coordinated recovery.






Key Benefits for Your Organization

- > **Minimized operational disruption** due to prompt response strategies.
- > **Increased staff readiness** and accountability in times of crisis.
- > **Strengthened compliance** with data protection and security policies.
- > **Reduced financial and reputational damage** from potential breaches.

Target Audience

- Employees of companies and organizations
- Individuals interested in learning more about information security

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions

Anti-Bribery and Corruption

Promoting Ethical Conduct and Organizational Integrity

[Click to Enroll](#)

Course Overview

Bribery and corruption are serious risks to businesses, undermining ethics, distorting competition, and damaging reputations. The Anti-Bribery and Corruption course by Inelso EduPath is designed to equip employees and managers with the knowledge and tools to identify, prevent, and report unethical practices within any organization.

This practical, interactive training explains global anti-bribery laws, outlines risk scenarios, and details how to handle corrupt practices with integrity. It supports building a transparent and compliant workplace culture aligned with international standards such as the UK Bribery Act and FCPA.



Contents – Topics

- Understanding Bribery and Corruption
- Common Risk Scenarios in the Workplace
- Global Anti-Bribery Regulations (UK Bribery Act, FCPA)
- Managing and Reporting Incidents
- Developing an Ethical Corporate Culture

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Define bribery and corruption and understand their implications.
- ✓ Identify common risk areas and red flags in daily operations.
- ✓ Understand key international laws and compliance frameworks.
- ✓ Apply preventive measures and escalate concerns appropriately.
- ✓ Promote ethical decision-making across business functions.






Key Benefits for Your Organization

- > **Strengthened ethical standards** across the workforce.
- > **Reduced legal risks** through compliance awareness.
- > **Enhanced brand reputation** by demonstrating integrity.
- > **Empowered employees** to speak up and prevent misconduct.

Target Audience

- For business executives
- For employees in companies and organizations

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions

Cyber Security: Basic Principles

Empower Your Team to Protect Critical Information Assets

Click to Enroll

Course Overview

Cybersecurity is no longer an IT-only concern—every employee plays a role in protecting digital assets. This foundational course provides staff at all levels with the knowledge to understand cyber threats, adopt safe practices, and build a resilient security culture.

In recent years, many hotels have experienced security breaches. These can occur in various ways, and an attack can happen at any time. Since it is not possible to always be 100% protected, the best defense is to assume vulnerability and know how to respond appropriately by understanding the importance of cybersecurity and how to avoid falling victim to such attacks while using technology and social media.

Participants will learn to recognize threats such as phishing, social engineering, malware, and poor password habits. They will also explore organizational risks and their individual responsibilities in preventing breaches and complying with policies.



What Your Team Will Learn

- **Understand** the importance of cybersecurity and its impact on daily operations.
- **Identify** and respond to common cyber threats like phishing and malware.
- **Apply** best practices in password creation, data protection, and digital hygiene.
- **Recognize** social engineering tactics and how to avoid manipulation.
- **Support** organizational compliance with internal policies and legal regulations.



Contents – Topics

- **Importance of Cybersecurity** – Security breaches happen in various unpredictable ways, and there is no absolute way to prevent them. Most attacks use incomprehensible jargon or technical slang and can result in personal invasion, theft of money, identity theft on social media, or data leaks.
- **Password Security** – Passwords are a form of identity, and it is the responsibility of every individual to keep them secure, changing them immediately upon notice of a breach, using two-factor or multi-factor authentication (MFA), and never storing them as plain text.
- **Social Engineering/Phishing Attacks** – Social engineering manipulates people to perform actions or reveal confidential information.
- **Mobile Devices** – These store a significant amount of critical personal information, and if a device is stolen, the first step should be to notify the IT department immediately.
- **Social Media Security** – Personal information on social media is exposed to online attacks.
- **Deepfakes** – Deepfakes are synthetic media where a person in an image or video is replaced with the likeness of another to create manipulated content.



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Explain why cybersecurity is important.
- ✓ Keep your passwords secure.
- ✓ Define social engineering and avoid phishing scams.
- ✓ Identify ways to prevent mobile device attacks.
- ✓ Protect themselves on social media.
- ✓ Understand what deepfakes are.



Key Benefits for Your Organization

- > **Reduced risk** of data breaches and financial losses.
- > **Improved staff** awareness and responsibility for IT security.
- > **Strengthened compliance** posture and protection from penalties.
- > **Reinforced trust** with clients and stakeholders.



Target Audience

Hotel managers
and employees

Course Features



Duration: Approx. 40 – 60 minutes (self-paced)



Language: English



Format: 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)



Certificate of Completion: Downloadable and shareable



Microlearning Structure: Ideal for short, focused learning sessions

General Data Protection Regulation (GDPR)

Your Essential Compliance Training for Data Protection & Privacy

Click to Enroll

Course Overview

GDPR refers to the General Data Protection Regulation (GDPR), which aims to create a culture of personal data protection. The purpose of this section is to provide you with the necessary information for safeguarding personal data, guiding you through the key aspects of data privacy and security, as well as offering useful tips for your daily work.

Data protection is not just a legal obligation—it is a commitment to customer trust and organizational integrity. The GDPR online course by Inelso EduPath is your complete guide to understanding and applying the key concepts of the General Data Protection Regulation. Whether you are a business owner, manager, employee, or data handler, this training will help ensure your organization is compliant and your clients' data is secure.

This self-paced course is designed with clarity, simplicity, and practical relevance in mind. We break down complex regulations into actionable insights and provide real-life scenarios to help learners understand how GDPR applies in their everyday professional environments.

Our course is ideal for companies across all sectors—public and private—who process personal data of EU citizens.



What Your Team Will Learn

- **Understanding GDPR Fundamentals:** Master the objectives, structure, and principles of the GDPR framework.
- **Roles and Responsibilities:** Know who the Data Controller, Data Processor, and Data Protection Officer are—and what each must do.

- **Data Subjects' Rights:** Learn how to support and protect the rights of individuals regarding their personal data.
- **Data Breaches & Incident Reporting:** Know how to identify, manage, and report data breaches within required timelines.
- **Lawful Basis for Processing:** Understand when and how personal data can be legally processed under the GDPR.
- **Practical Compliance Measures:** Learn actionable steps to ensure your company is GDPR-compliant.

Contents – Topics

- **Consequences of Non-Compliance with GDPR –** Data protection authorities have taken strict enforcement measures to address non-compliance with the regulation, such as imposing significant fines on non-compliant companies, data controllers, and data processors.
- **Categories of Personal Data –** Personal data, especially sensitive personal data, require a particularly high level of protection. Distinguishing between categories is essential for more effective protection.
- **Collection of Personal Data –** Are we really aware of when our data is being collected? What rights do people have over their data, and what are the ways to manage their requests?
- **Procedure in Case of a Data Breach –** How should an employee and, in a greater scale, an organization react if a personal data breach is detected? What are the roles of the DPA (Data Protection Authority) and DPO (Data Protection Officer)? Reference to real-life data breach incidents and the necessary actions to be taken by an organization.
- **Participants will learn:**
 - The core principles of GDPR
 - Key roles under the regulation
 - Individual rights and consent
 - Privacy policies and data security practices
 - Breach reporting obligations
 - Steps to ensure organization-wide compliance
 - The course is designed to be simple, informative, and highly practical for all business sectors.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Explain the impacts and consequences of non-compliance with GDPR.
- ✓ Distinguish between personal data and sensitive personal data.
- ✓ Understand the procedure to follow in cases of data breaches.
- ✓ Recognize when personal data is being collected.
- ✓ Implement technical security measures to ensure the privacy and integrity of the data.






Key Benefits for Your Organization

- > **Regulatory Compliance:** Avoid fines and legal issues with proper GDPR adherence.
- > **Increased Trust:** Demonstrate your commitment to data security and privacy.
- > **Risk Reduction:** Prevent costly data breaches and reputational damage.
- > **Empowered Staff:** Equip your team with the knowledge to act responsibly and confidently.

Target Audience

- For business executives
- For employees in businesses and organizations
- For the general public

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions

Sanctions: Basic Principles and Compliance

Your Roadmap to Understanding Global Sanctions & Staying Compliant

[Click to Enroll](#)

Course Overview

Hotel establishments must implement a Sanctions Policy complying with national and international laws. Adhering to sanction obligations is a duty for all employees, and non-compliance can have serious consequences for the hotel and the staff themselves. Therefore, it is crucial to understand what a Sanctions Policy encompasses and how to implement it in daily operations.

International sanctions are complex yet crucial regulatory tools that have a far-reaching impact on global trade, finance, and diplomacy. This online course by Inelso provides a comprehensive introduction to the principles of sanctions and compliance obligations.

Understanding sanctions regimes is essential. Improper handling can result in severe penalties, reputational damage, and operational disruptions.

The course is crafted for both beginners and those looking to reinforce their compliance foundations. It includes real-world examples, interactive assessments, and a straightforward breakdown of how to remain compliant with various sanction programs (EU, US, UN, OFAC, etc.).

“Sanctions compliance is not only a legal requirement but a demonstration of corporate responsibility and global awareness.”



What Your Team Will Learn

- **Core Principles of Sanctions:** Understand what sanctions are, who imposes them, and why.
- **Major Sanctions Regimes:** Get to know key frameworks such as OFAC, UN, EU, and UK sanctions.
- **Restricted Parties & Watchlists:** Learn how to screen third parties effectively to prevent violations.
- **Compliance Programs:** Understand the components of an effective sanctions compliance framework.
- **Risk Management:** Implement internal controls and risk mitigation strategies.
- **Reporting Obligations:** Recognize how to respond to potential breaches and regulatory inquiries.



Contents – Topics

- **Sanctions Policy** – Hotels must take effective measures to ensure compliance with sanction obligations by implementing a Sanctions Policy.
- **Key Terms of the Sanctions Policy** – Sanctions are primarily economic measures—restrictions that affect individuals and entities and are categorized by list-based, sectoral, and country-based sanctions.
- **Compliance Officer** – The primary role of the Compliance Officer is to ensure the business is properly informed, trained, and monitors its transactions.
- **Preventive Measures** – The hotel must implement preventive measures to guarantee compliance with sanction obligations, ensuring no business is conducted with counterparties under sanctions.
- **Employee Commitment and Awareness** – Employees involved with third parties must take steps to ensure that the hotel's business activities comply with applicable sanctions.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Understand what sanctions are.
- ✓ Know the scope of a Sanctions Policy.
- ✓ Comprehend the consequences of non-compliance.
- ✓ Identify the key definitions used.
- ✓ Understand the role of the Compliance Officer.
- ✓ Take necessary preventive measures.






Target Audience

Hotel managers
and employees

Key Benefits for Your Organization

- > **Legal & Regulatory Compliance:** Avoid legal penalties and strengthen global partnerships.
- > **Enhanced Due Diligence:** Empower staff to screen, analyze, and assess risk more effectively.
- > **Operational Efficiency:** Streamline compliance efforts and reduce manual errors.
- > **Organizational Integrity:** Build a culture of ethics, transparency, and accountability.

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Ideal for short, focused learning sessions



SOFT SKILLS AND PROFESSIONAL DEVELOPMENT

This category includes the following courses:

- Maintaining a Professional Demeanor
- Communication Skills and Multilingual Communication
- Developing Emotional Intelligence in the Workplace
- Stress Management in the Workplace
- Time Management Fundamentals
- Preventing and Managing Burnout in the Workplace

Maintaining a Professional Demeanor

Mastering Workplace Conduct for Respect, Trust & Success

[Click to Enroll](#)

Course Overview

Hospitality is one of the oldest forms of professional activity. From the first inns of antiquity to today's luxury hotels, the hospitality industry has evolved significantly. However, first impressions have always been critical to the guest experience. The appearance and behavior of employees can either positively or negatively influence a guest's opinion of the hotel and its services. As employees are the heart of the hotel, their professional behavior and positive attitude contribute to the hotel's excellent reputation and success.

Professionalism is a key factor in building strong workplace relationships, advancing careers, and maintaining organizational integrity. Whether dealing with customers, colleagues, or leadership, your demeanor directly affects how you're perceived and how effectively you can collaborate.

This course is tailored to help hospitality professionals maintain a consistently professional image. Through real-world scenarios, interactive modules, and reflective exercises, learners will gain the skills needed to present themselves with composure, respect, and credibility—even under pressure.

Understanding and practicing professional behavior not only enhances individual performance but also strengthens team dynamics and improves overall workplace culture.



Contents – Topics

- **Professional Appearance in Hotels** – Direct interaction with guests makes cleanliness and personal grooming essential for providing high-quality services. A unified and clearly defined dress code that reflects the hotel's professional identity and fosters team spirit among employees is also necessary.
- **Professional Behavior in Hotels** – Professional behavior is a dynamic set of skills that can be developed and improved over time. It is based on certain key principles, such as good communication, consistency, reliability, teamwork, confidentiality, ethical behavior, and personal development.
- **Benefits of Professional Appearance and Behavior** – These provide multiple benefits for both employees (e.g., increased confidence, improved interpersonal relationships, career development, job satisfaction) and the business (e.g., enhanced hotel image, increased guest satisfaction, higher revenue, and the creation of a positive work environment).



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Explain the key elements of professional appearance, including cleanliness, hygiene, and dress code.
- ✓ Describe the basic principles of professional behavior in hotels.
- ✓ Recognize the benefits that come from adhering to the rules of professional appearance and behavior.
- ✓ Apply the rules of professional appearance and behavior in daily work.



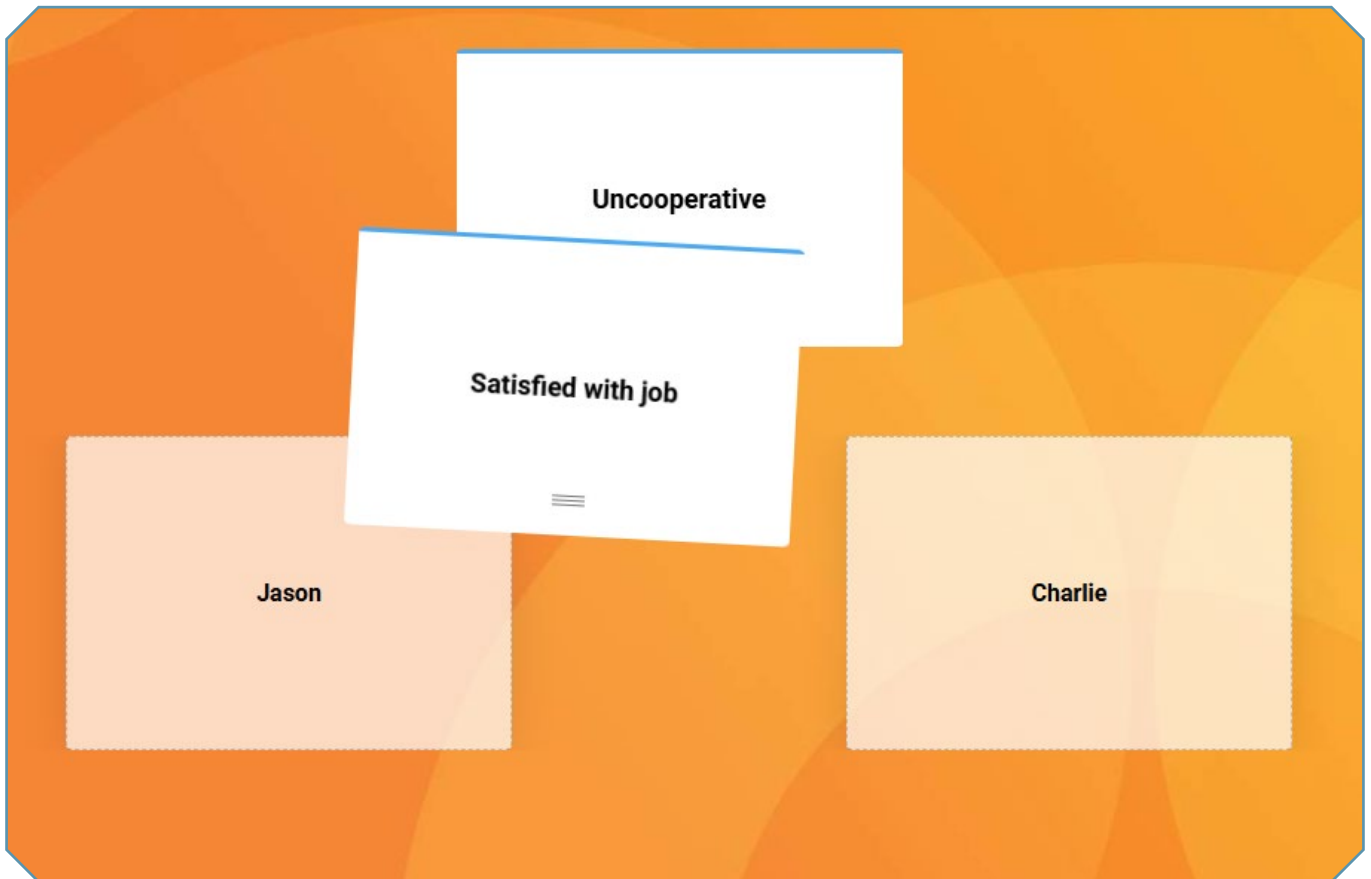
Key Benefits for Your Organization

- › **Strengthened Workplace Culture:** Promote mutual respect, responsibility, and cohesion.
- › **Enhanced Customer Impressions:** Employees who act professionally represent your brand with excellence.
- › **Reduced Conflict:** Staff can handle issues with maturity and composure.
- › **Greater Team Productivity:** A professional environment boosts collaboration and efficiency.



Target Audience

Hotel managers
and employees



Employees Characteristics - Drag and Drop Interaction

Course Features



Duration: Approx. 40 – 60 minutes (self-paced)



Language: English



Format: 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)



Certificate of Completion: Downloadable and shareable



Microlearning Structure: Designed for immediate, practical application

Communication Skills and Multilingual Communication

**Bridging Cultures, Building Confidence,
Enhancing Global Communication**

[Click to Enroll](#)

Course Overview

Communication between all stakeholders—from the business and its suppliers to staff and guests—is crucial for proper coordination and collaboration. Communication is expressed in many forms and must be clear. Additionally, knowing multiple languages is a major advantage for a business, as it directly addresses the needs of its guests.

In today's globalized workplace, effective communication—especially across languages and cultures—is a critical skill. This online course by Inelso is designed to empower hospitality professionals with the tools they need to communicate clearly, respectfully, and effectively in multilingual and multicultural environments.

Strong communication fosters better teamwork, eliminates misunderstandings, improves client satisfaction, and boosts organizational efficiency. But in multilingual settings, it's more than just speaking different languages—it's about understanding context, tone, cultural nuances, and professional etiquette.

Whether you're managing international teams, working in hospitality, or aiming to expand your communication toolbox, this course delivers immediate value.



Contents – Topics

- **Forms of Communication** – Communication can be verbal or non-verbal. Verbal communication is further divided into formal and informal, while non-verbal communication includes body language. There are several barriers to communication (e.g., noise, cultural and linguistic differences, introverted guest behavior, passive listening, etc.), which can be overcome with practice.

- **Benefits of Multilingual Communication** – Multilingual communication brings numerous benefits to the hotel sector, including salary differences, cultural understanding, team strengthening, a better work atmosphere, improved professional relationships, better customer service, and social networking.
- **Basic Tips for Effective Communication and Multilingual Skills** – For effective communication and multilingual capability, it is important to maintain regular contact and create a positive impression. The business should always have communication available for guests, and staff should be trained to foster understanding and empathy.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Describe the different forms of communication.
- ✓ List the benefits of multilingual communication.
- ✓ Apply practical tips to improve communication with guests.






Target Audience

Hotel managers
and employees

Key Benefits for Your Organization

- > **Global Readiness:** Prepare your team for international collaboration and expansion.
- > **Inclusive Culture:** Foster an environment of understanding and mutual respect.
- > **Fewer Misunderstandings:** Reduce errors, conflicts, and reputational risk.
- > **Improved Customer Interaction:** Speak the language—literally and culturally—of your clients.

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Focused, engaging, and instantly applicable

Developing Emotional Intelligence in the Workplace

Empowering Teams with Self-Awareness, Empathy, and Resilience

[Click to Enroll](#)

Course Overview

The development of Emotional Intelligence (EQ) is emerging as a key factor for successful adaptation and progress in a wide range of human fields. Comprising skills such as recognizing, understanding, and managing emotions, EQ is a foundational pillar for the balanced development of an individual. In a time when challenges and changes are inevitable, the development of EQ becomes essential for creating an environment that fosters personal, social, and professional well-being.

In today's dynamic and demanding professional landscape, Emotional Intelligence (EQ) is not just a personal asset—it's a strategic organizational advantage. This course by Inelso empowers your employees to recognize, understand, and manage emotions—both their own and those of others—to foster healthier workplace relationships, stronger collaboration, and better decision-making.

EQ is a vital skillset for modern teams, influencing everything from conflict resolution and leadership effectiveness to employee engagement and client satisfaction. This course introduces the five core components of emotional intelligence and offers practical strategies to develop them in day-to-day work life.

Whether your hospitality team is navigating change, handling customer service, leading departments, or collaborating across functions, this course provides essential tools to thrive emotionally and professionally.

Contents – Topics

- **Emotional Intelligence and Work** – Emotional intelligence in the workplace is the “key” to effective communication, building positive relationships, and successfully solving workplace challenges; it is closely linked to increased employee well-being, more efficient work, and the creation of a positive work environment.
- **The Importance of Developing Emotional Intelligence** – Emotional intelligence is closely related to the psychological well-being of employees, as it affects how people manage their emotions and react to different situations. To facilitate effective idea exchange and successful teamwork, a positive spirit of cooperation among team members must be fostered. Emotional intelligence is also vital in leadership roles.
- **Methods for Developing Emotional Intelligence** – Predicting performance in management, leadership, commitment, creativity, and organizational ability is not easily defined, as interest in EQ has led to the development of numerous theories and evaluation tools.
- **Training and Development of EQ in the Workplace** – You can voluntarily increase your emotional intelligence, as decades of psychological research, educational programs, and other methods have shown. Various training programs aim to strengthen EQ, whether in terms of the individual’s mental resilience or professional advancement.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Define what emotional intelligence is, its relationship with the work environment, and the skills it encompasses.
- ✓ Recognize the importance of emotional intelligence for personal well-being and its impact on work, productivity, and professional relationships, ultimately fostering smooth team functioning in the workplace.
- ✓ Describe ways to assess and measure your emotional intelligence and that of your colleagues.
- ✓ Apply methods to develop emotional intelligence on both an individual and team level, adopting strategies and programs for EQ development in leadership.



Key Benefits for Your Organization

- > **Healthier Workplace Culture:** Promote empathy, collaboration, and psychological safety.
- > **Reduced Conflict:** Improve understanding and emotional regulation during interpersonal tensions.
- > **Stronger Leadership:** Equip managers with tools to inspire and lead with authenticity.
- > **Greater Resilience:** Help teams cope with stress, change, and uncertainty more effectively.

Target Audience



- Business executives
- Employees in businesses and organizations

Course Features



Duration: Approx. 40 – 60 minutes (self-paced)



Language: English



Format: 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)



Certificate of Completion: Downloadable and shareable



Microlearning Structure: Easy to integrate into busy schedules and daily work routines

Stress Management in the Workplace

Building Resilience and Performance Through Mental Wellbeing

[Click to Enroll](#)

Course Overview

Psychosocial risks and their consequent effects on mental and physical health are among the most challenging issues in occupational safety and health. Workplace stress (or job-related stress) results in physical, mental, and emotional manifestations for the employee, as well as reduced work performance. In addition to the negative impact on individual health, psychosocial risks can also negatively affect organizational effectiveness and even national economies. The severity of workplace stress consequences makes it imperative for businesses to prevent and address it through immediate and effective measures.

Workplace stress has become one of the top factors affecting employee health, engagement, and performance. This practical, science-based online course by Inelso provides hospitality professionals with the tools to recognize stress, manage it constructively, and foster a healthier, more productive work environment.

From tight deadlines and shifting priorities to interpersonal challenges and burnout risk, stress is inevitable, but it doesn't have to be harmful. This course helps learners develop awareness, coping strategies, and daily habits that support both individual wellbeing and team success.

The course is ideal for hospitality teams looking to reduce absenteeism, enhance mental clarity, and boost long-term resilience.



Contents – Topics

- **Stress and Work** – Stress is an issue of increasing importance in the workplace. Interest and research have contributed to a better understanding of the problem, its causes, and its consequences. Many factors that can cause workplace stress have been identified and studied. Usually, stress results from a combination of workplace, personal, family, and social factors that interact dynamically, which can either trigger or prevent the onset and escalation of stress.
- **Sources and Risk Factors of Workplace Stress** – Work-related stressors (or psychosocial risk factors), stemming from poor job design, inadequate work organization and management, and insufficient social work context, can have negative psychological, physical, and social effects on employees.
- **Techniques for Managing Workplace Stress** – There are various stress management techniques that can be applied on an individual level, such as relaxation techniques, assertive behavior development, cognitive restructuring, journaling, time management, physical exercise, healthy eating, and proper sleep.
- **Prevention and Intervention Strategies for Organizations** – The seriousness of workplace stress consequences makes prevention and intervention essential for businesses, which must take immediate and effective measures. Companies and organizations should develop intervention plans at three main levels: organizational level (primary interventions), group level (secondary interventions), and individual level (tertiary interventions).



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Define what workplace stress is.
- ✓ Identify the basic consequences of workplace stress.
- ✓ Explain why addressing workplace stress is important.
- ✓ List the main sources of work-related stressors.
- ✓ Recognize the key symptoms of stress.
- ✓ Analyze the causes of your own stress.
- ✓ Apply stress management and reduction techniques.
- ✓ Describe prevention and intervention methods that organizations can implement to address workplace stress.



Key Benefits for Your Organization

- > **Healthier Teams:** Reduced absenteeism and improved emotional wellbeing.
- > **Increased Productivity:** Calm, focused minds drive better performance.
- > **Stronger Team Morale:** Empower your staff with practical stress-coping tools.
- > **Long-Term Resilience:** Support mental health across your organization sustainably.



Target Audience

- Employees at all business levels
- Individuals with stress-related issues

Course Features



Duration: Approx. 40 – 60 minutes (self-paced)



Language: English



Format: 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)



Certificate of Completion: Downloadable and shareable



Microlearning Structure: Easy to fit into even the busiest schedules

This course equips your team not only to manage stress, but to thrive through it. Give your people the confidence and clarity to stay balanced, focused, and empowered, even in high-pressure environments.

Time Management Fundamentals

Mastering Time for Peak Productivity and Work-Life Balance

[Click to Enroll](#)

Course Overview

This course focuses on the essential skill of time management in the workplace. From recognizing the value of time to applying specific management techniques and tools, this course aims to develop the necessary skills for achieving effective and harmonious time management at work. By understanding the basic principles and implementing practical strategies, you will develop a comprehensive approach to managing time, enhancing both your personal efficiency and the overall effectiveness of the work team.

In the fast-paced demands of modern work life, managing time effectively is no longer optional, it's a strategic skill that drives performance, focus, and personal well-being. The Time Management Fundamentals course by Inelso equips professionals at all levels with proven techniques to organize their tasks, prioritize what matters most, and reduce daily overwhelm.

This concise and practical course is ideal for hospitality staff looking to work smarter, not harder. Participants will walk away with immediately applicable tools to create structure in their day, manage competing demands, and set achievable goals with clarity.

Whether you are facing deadlines, juggling meetings, or leading multiple projects, this course empowers you to take back control of your time and maximize every hour.



Contents – Topics

- **Definition of Time Management** – Time management is the skill of allocating and utilizing time for efficient work and improving quality of life. It involves being aware of the value of time, setting goals, prioritizing tasks, and monitoring results. It focuses on balance and depends on an individual's personality and obligations. The challenge is not just managing time but also managing yourself.
- **Benefits of Time Management at Work** – Effective time management in the workplace brings significant benefits to both employees and companies. Proper organization leads to balance, efficiency, and energy, improving overall well-being. The effects include focusing on important tasks, preventing problems, increasing productivity, reducing stress, and improving work performance. Time management requires training and practice to become part of daily life.
- **Goals and Priorities** – Effective time management involves organizing, prioritizing, and supporting goal achievement. Covey's model highlights the distinction between urgent and important tasks, while Doran's SMART goal setting promotes specific, measurable, achievable, relevant, and time-bound goals. The best way to manage time is to set goals, create a plan, and manage tasks based on priorities, offering a comprehensive approach to improving productivity and well-being.
- **Techniques and Tools for Effective Time Management** – This section focuses on analyzing factors that influence time management in the workplace, including internal and external factors. It examines human characteristics that affect time management, such as procrastination and "time thieves." Additionally, methodologies like the Pomodoro technique and the Posec method, as well as various digital tools for effective time organization, are presented.
- **Tips for More Effective Time Management** – This section offers ten tips for effective time management at work. These include organizing with a plan, breaking tasks into smaller parts, setting deadlines, taking short breaks for renewal, creating lists, tackling procrastination, and using technology. It also emphasizes the need to reward both the team and individuals for achieving goals.

Time is a resource we all share—but how we use it determines our success. Give your team the tools to own their time, reduce pressure, and achieve more with less stress.

Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Define what time management is at the workplace.
- ✓ Recognize the key benefits of proper time management.
- ✓ Set goals and priorities at work.
- ✓ Identify factors that hinder effective time management.
- ✓ Apply appropriate time management techniques.
- ✓ Use time management tools in the workplace.






Target Audience

- Office employees
- The general public

Key Benefits for Your Organization

- > **Improved Productivity:** Employees get more done in less time with higher quality.
- > **Reduced Burnout:** Clearer schedules and goals help staff feel more in control.
- > **Higher Team Efficiency:** Better time use leads to smoother project workflows.
- > **Increased Focus:** Less stress, fewer distractions, and better decision-making.

Course Features

-  **Duration:** Approx. 40 – 60 minutes (self-paced)
-  **Language:** English
-  **Format:** 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)
-  **Certificate of Completion:** Downloadable and shareable
-  **Microlearning Structure:** Short modules that fit seamlessly into daily work routines

Preventing and Managing Burnout in the Workplace

Protecting Your People. Preserving Productivity. Promoting Wellbeing.

[Click to Enroll](#)

Course Overview

What is Burnout Syndrome, and what are the warning symptoms of its onset? What factors and conditions contribute to the development of this syndrome among employees, and what are the consequences for both the individual and the business? These are some of the questions that will be answered in this course, while you will also develop appropriate prevention and coping strategies for Burnout, which you can apply both at work and in your daily life.

Burnout is no longer a personal issue—it's a strategic organizational challenge. Left unaddressed, it leads to disengagement, absenteeism, high turnover, and lost productivity. This course by Inelso offers hospitality managers, HR leaders, and teams practical solutions to identify, prevent, and respond to burnout before it escalates.

Drawing on the latest scientific research and best practices, this course empowers learners to build awareness, apply coping mechanisms, and cultivate a workplace culture that prioritizes sustainable performance and mental wellbeing.

Whether you're supporting front-line staff, or leading change, this course equips your hospitality team to stay energized, resilient, and fulfilled in their roles.



Contents – Topics

- **Definition and Symptoms of Burnout** – Burnout syndrome, also known as “Occupational Exhaustion Syndrome,” develops gradually, is work-related, and is defined as a state of emotional, physical, mental, and psychological exhaustion that can occur after prolonged exposure to chronic work-related stress and excessive and prolonged pressure due to high job demands and lack of support.
- **Factors and Conditions that Cause Burnout** – Burnout is mainly related to factors concerning business operations and organization (e.g., excessive workload, lack of autonomy, etc.) but also personal characteristics of the employee (e.g., neuroticism, competitiveness, etc.).
- **Consequences of Burnout for the Individual and the Business** – Burnout can have detrimental effects on both the mental and physical health of the individual, as well as the smooth functioning and productivity of the business.
- **Prevention Strategies and Ways to Manage Burnout** – To prevent the onset of Burnout, the most appropriate type of preventive intervention should be selected (primary, secondary, or tertiary prevention).



Learning Objectives

Upon successful completion of this course, learners will be able to:

- ✓ Define the concept of Burnout.
- ✓ Recognize the basic symptoms of Burnout.
- ✓ Identify the factors and conditions that cause Burnout.
- ✓ Distinguish the consequences of Burnout for the individual and the business.
- ✓ Apply appropriate prevention strategies and management methods to avoid Burnout.



Key Benefits for Your Organization

- > **Enhanced Employee Retention:** Prevent burnout and reduce turnover.
- > **Increased Productivity:** Energized staff perform with focus and consistency.
- > **Better Team Morale:** Boost trust, collaboration, and emotional safety.
- > **Sustainable Success:** Build an environment where wellbeing and performance co-exist.

Target Audience



- Business executives
- Employees in businesses and organizations
- The general public

Course Features



Duration: Approx. 40 – 60 minutes (self-paced)



Language: English



Format: 100% Online & Interactive (videos, animations, real-case scenarios, interactions, reflective exercises etc.)



Certificate of Completion: Downloadable and shareable



Microlearning Structure: Practical, focused lessons for real-time application

Burnout isn't just a risk—it's a reality. But it's also preventable. This course will help your organization shift from reactive to proactive, protecting your most valuable asset: your people.

HOTEL

ACADEMY



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