

# Ensure guests are ready for a Safe Stay at your property

Prepare to welcome back guests with **COVID-19 Precautions for Hotels**, a new online training course developed by AHLEI in collaboration with the American Hotel & Lodging Association's **Safe Stay Advisory Council**, now with a **NEW** section focused on conflict de-escalation.

The training presents united industry guidelines endorsed by all major U.S. hotel brands, hospitality associations in 50 states and Canada, and thousands of hotel properties across the country to help you protect your guests and employees against COVID-19 while continuing to provide outstanding service.



## COVID-19 Overview

Overview of COVID-19, its symptoms, and details about its transmission



## Health Reporting

Overview of the importance of employee health and health reporting



## Actions to Stay Safer

Correct use of face coverings and hand washing procedures



## Disinfecting Procedures

Updated cleaning and disinfecting procedures for all team members



## Conflict De-escalation

Reduce tensions and promote a safe environment while maintaining the spirit of hospitality



## Physical Distancing

How to keep guests and coworkers safer with physical distancing guidelines

**Let guests know that your team is ready to meet these new health and safety expectations—and instill confidence in the hospitality industry.**