

3-D immersive virtual simulation



Strategic Learning and Training Experience



3-D SIMULATION

The **SLATE (Strategic Learning and Training Experience) Hotel** is a **3-D immersive virtual simulation**. It is played from the viewpoint of a hotel general manager where learners are challenged to solve problems related to guest satisfaction, safety, security, and business operations.

Thanks in part to a generous grant from the *American Hotel & Lodging Educational Foundation*, we are pleased to be able to offer **the first 2 levels** of SLATE Hotel **at no charge**, as well as discounted access to the full version of the game that includes eight levels.



Audience

Hotel employees, postsecondary and high school students, workforce agencies.

- ❑ The SLATE Hotel 3-D Simulation learning objectives can also be mapped to learning competencies in postsecondary and high school hospitality management courses. Visit www.ahlei.org/slatehotel to view sample Crosswalks.

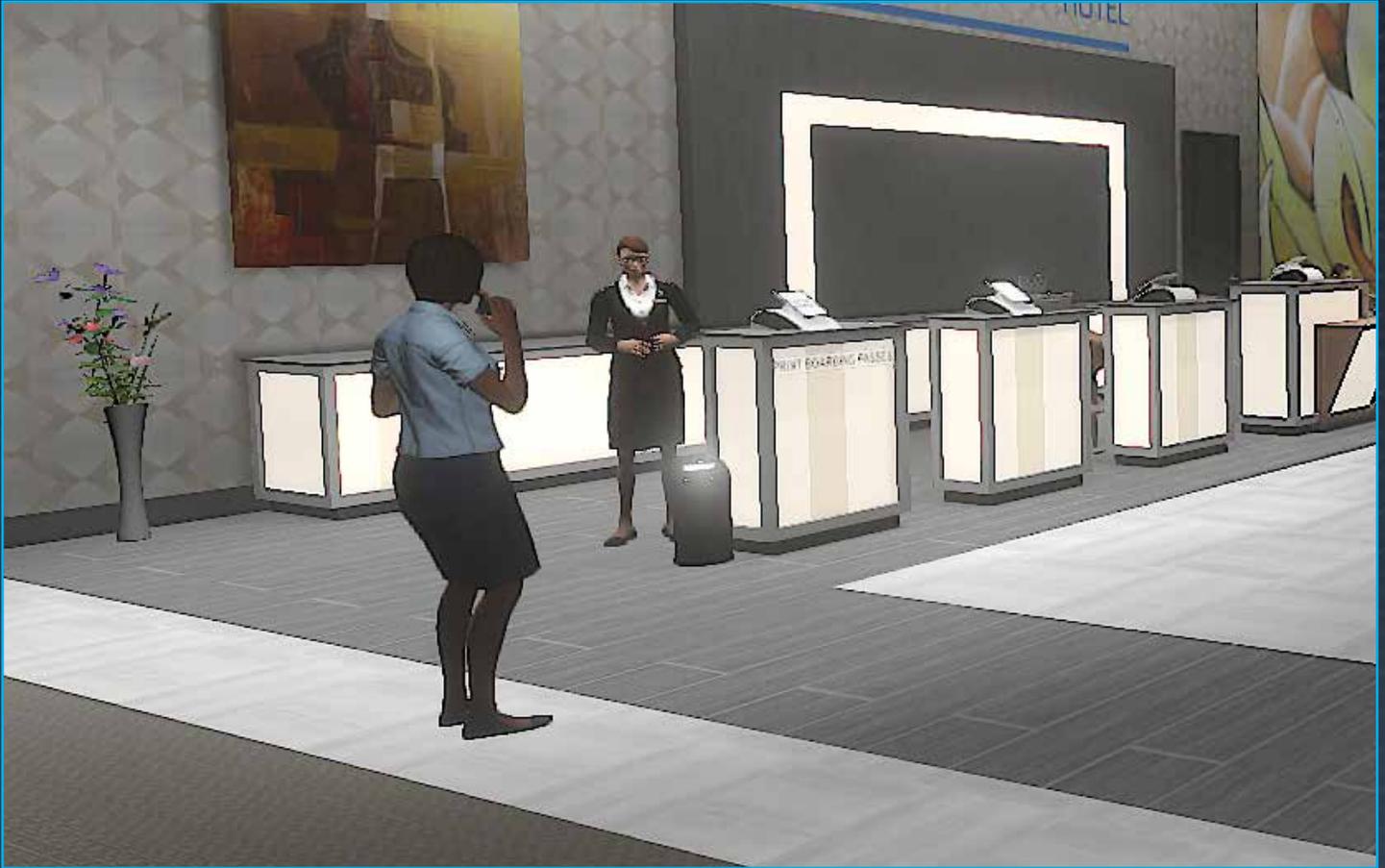


ENGAGE...

Throughout the 8 levels, learners will use general hotel knowledge, listening, and critical thinking skills. The learner receives feedback during each level of the simulation, with an overall scorecard at the completion of the simulation.

1. Tutorial
2. Lobby Audit
3. Safety & Security
4. ADA (Americans with Disabilities Act)
5. Hallway Audit
6. Check-in
7. Guestroom Audit
8. Front office, sales & marketing, food & beverage, accounting, human resources

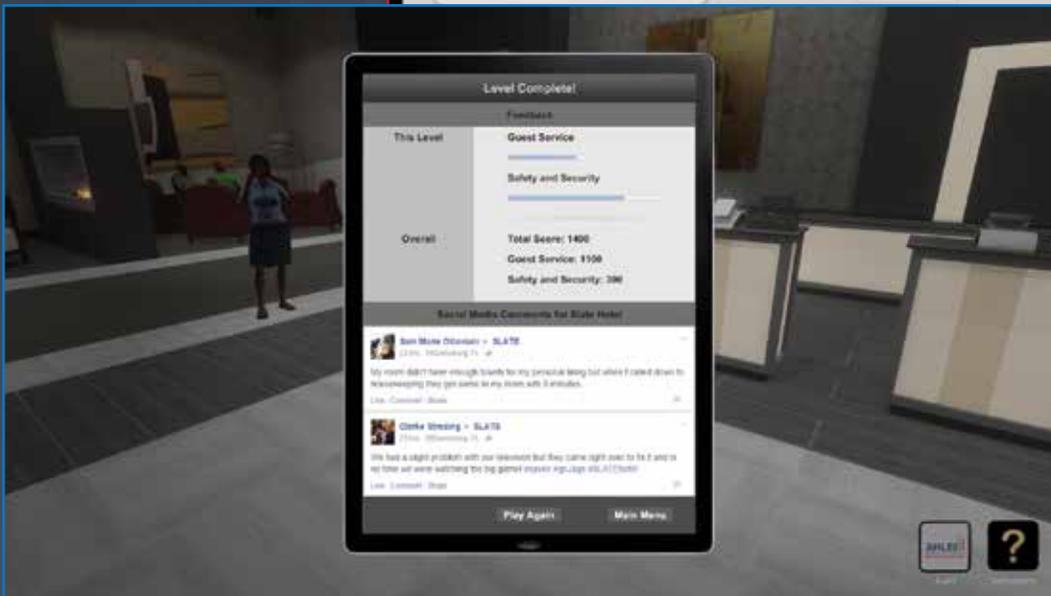
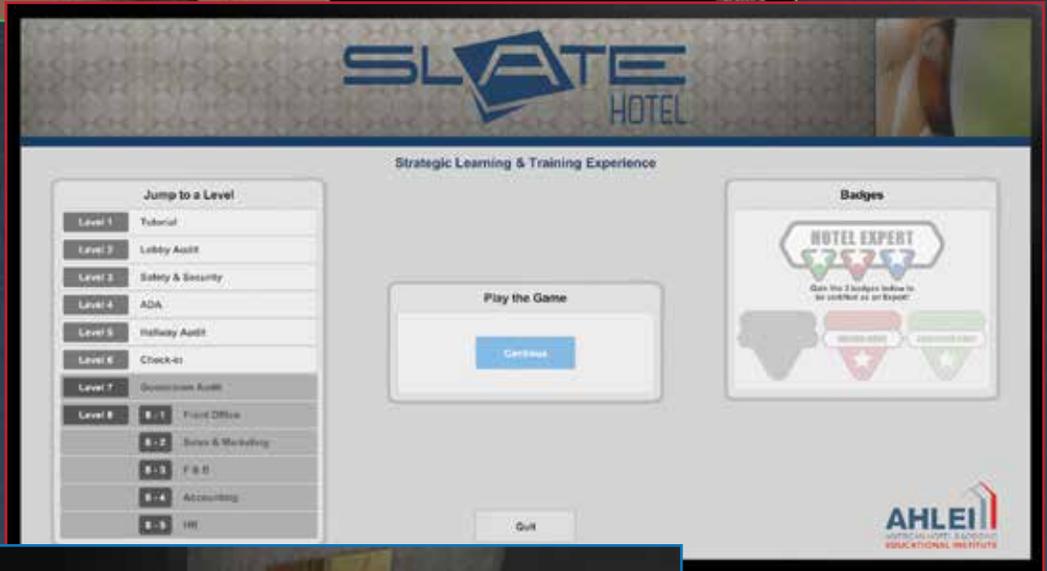
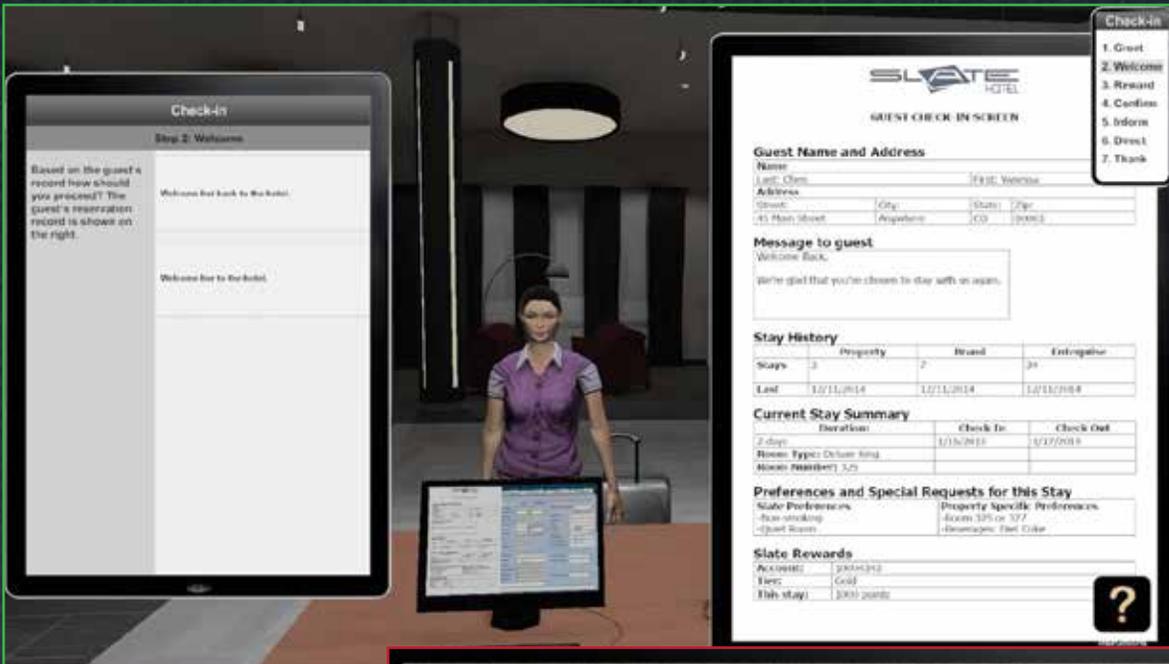




IMMERSE...

- ❑ Navigate through a 3-D, high-fidelity virtual environment
- ❑ Experience the sights and sounds of a real-world hotel
- ❑ View the scenarios from the point of view of a hotel general manager
- ❑ Interact with staff and hotel guests
- ❑ Solve problems related to guest satisfaction, safety and security, and business operations
- ❑ See your guest satisfaction and safety scores in real time, as well as social media comments about your property

Game can be completed in 1-2 hours.



LEARNING OBJECTIVES

SLATE HOTEL

Module 1—Tutorial

1.1	Understand and practice game functionality and operation.
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Module 2—Lobby Audit

2.1	Define the hotel's standards for the lobby in areas including safety and security, guest service, appearance, and operation.
2.2	Observe conditions of areas in the lobby and interactions of staff and guests.
2.3	Evaluate whether lobby items pass or fail inspection.

Module 3—Safety & Security

3.1	Identify issues that pose a risk to the safety and security of guests.
3.2	Observe signs of suspicious behavior.
3.3	Describe the correct way to handle safety and security situations.
3.4	Explain procedures front desk agents can follow to protect guest privacy.

Module 4—ADA

4.1	Identify ADA laws that hotel properties must follow.
4.2	Evaluate a scenario to determine compliance with ADA laws.

Module 5—Hallway Audit

5.1	Define the hotel's standards for the hallway in areas including safety and security, guest service, appearance, and operation.
5.2	Observe conditions in the hallway and interactions of staff and guests.
5.3	Evaluate whether hallway items pass or fail inspection.

Module 6—Check-In

6.1	List the steps in the check-in process.
6.2	Demonstrate proficiency in checking in a guest.
6.3	Provide excellent guest service.
6.4	Keep guest information secure.

Module 7—Guestroom Audit

7.1	Define the hotel's standards for the guestroom in areas including safety and security, guest service, appearance, and operation.
7.2	Observe conditions in the guestroom and bathroom.
7.3	Evaluate whether guestroom items pass or fail inspection.

Module 8

8-1 Front Office

8.1	Make strategic front office management decisions based on provided scenarios.
8.2	Assess the impact of guest service on the property's reviews and performance.

8-2 Sales & Marketing

8.3	Make strategic sales and marketing decisions based on provided scenarios.
8.4	Understand the impact of sales and marketing decisions on overall property performance.

8-3 Food & Beverage

8.5	Make strategic food and beverage operations decisions based on provided scenarios.
8.6	Complete food and beverage calculations.
8.7	Understand liability and identify responsible alcohol service procedures.

8-4 Accounting

8.8	Make strategic business operations decisions based on provided scenarios.
8.9	Complete accounting calculations.

8-5 Human Resources

8.10	Identify laws and policies that affect the human resources department.
8.11	Make Human Resources decisions based on provided scenarios.

EARN BADGES

Earn badges as you complete each audit:

- ❑ Lobby
- ❑ Hallway
- ❑ Guestroom

Pass all three audits and achieve a badge as a hotel expert!



SLATE allows learners to test their knowledge and skills in hotel operations through:

- ❑ Identifying safety and security risks
- ❑ Checking in a guest
- ❑ Observing a scenario for compliance with ADA regulations
- ❑ Making strategic decisions for the property in regards to front office operations, sales and marketing, food and beverage operations, accounting, and human resources

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SLATE is PC and MAC compatible.

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