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.

Learn more at info.ahlei.org/covid