

AH&LA Seminar Helps Hoteliers Ensure Safe Guest Experience

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Educational Sessions for Hoteliers to Maximize Guest and Employee Safety Offered May 8

Taking proactive steps to ensure guest and employee safety, the American Hotel & Lodging Association (AH&LA) is offering two educational seminars for hoteliers, entitled Workplace Violence: Awareness, Prevention, and Response, on Thursday, May 8, at the Stoney Creek Inn in Columbia, Missouri. The sessions, complimentary for AH&LA members, cover comprehensive strategies for implementing a guest and employee safety plan, addressing topics such as:

Identifying common crimes and ways to stop them before they start,

Qualifying and addressing organizational risks and management commitment to safety issues,

Implementing multi-faceted, actionable programs to keep guests and staff safe, including proactive employee violence awareness seminars,

Developing action plans to enact during a violent confrontation,

Cultivating strategies to handle press during a crisis situation,

Following legal protocol for guest safety and security,

Coordinating proper documentation when a crime does occur.

The seminar is led by Faye T. Gayes, CRDE, CHT, vice president, state relations & educational programs for the American Hotel & Lodging Educational Institute (EI), and a 25-year industry professional. Upon completion of the course, participants have the opportunity to achieve EI course credit pending successful completion of a relevant exam.

Two independent sessions will be held on May 8, from 8:00 a.m. - 12:00 p.m. and 4:00 p.m. - 8:00 p.m. at the Stoney Creek Inn in Columbia. Sessions are free for AH&LA members, and \$39 for nonmembers. Additionally, the Stoney Creek Inn has extended seminar participants a reduced room rate of \$85/night.

More information and a registration form are available on the EI Website. Please contact Kellie Moser, director of membership sales, at (720) 530-7863 or kmoser@ahla.com, with any questions.

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