



**New  
On-Demand  
Video  
Course**

# Providing Service While Supporting Safety

## Guest Service Tips During Covid-19 Challenges

This course was created to help businesses manage service challenges presented by the pandemic. It was developed by the Oregon Hospitality Foundation (OHF) in collaboration with hospitality industry partners.

### TWO VERSIONS: RESTAURANT AND HOTEL

Each version features an introduction and four scenarios; all scenarios available with Spanish subtitles.

**Communication** - Providing guest-friendly safety orientation before and at arrival

**Credibility** - Reassuring guests who express distrust of your property's safety protocols

**Compliance** - Addressing a guest who is not following safety protocols

**Creating Positive Experiences** - Setting the tone

#### FORMAT

- Each scenario includes videos which portray an ineffective service approach, followed by an example of a more guest-friendly tactic;
- Helpful narration points out differences between the ineffective and effective approaches and guides participants to consider similar challenges encountered in their own roles;
- Downloadable worksheets for each scenario help reinforce takeaways and prompt the participant to write applicable ideas to discuss with their own work teams;
- All four scenarios can be taken as one course, or participants may choose to take only specific segment(s);
- A personalized Certificate of Completion can be downloaded for participants who complete the introduction and all four scenarios.

#### COST

Thanks to the support of our sponsors and partners, this course is offered to Oregon hospitality professionals for a sliding scale donation to OHF with a minimum of \$5. Scholarships may be available for Oregon residents who are unable to pay. As a 501c3 nonprofit, OHF relies on donations and sponsorships in order to create training tools such as this course.

#### QUICK AND EASY TO USE

Available on-demand, can be stopped and resumed, and can be taken on any device. The complete course can be viewed in under 40 minutes. Separately, each segment can be taken in less than 15 minutes.

#### GROUP AND PRE-PAID ACCESS

Organizations can make a group donation, with a suggested minimum of \$10 per participant, to receive codes for participants to register and take the course without making an individual donation. OHF can make available completion reports and other tracking. To request corporate codes, ask questions, and/or receive information about facilitated virtual group training go to <http://bit.ly/OHFGscode>

#### SUPPORT THE FOUNDATION'S MISSION

Oregon Hospitality Foundation's mission is to support the workforce, education, training, and philanthropic needs of Oregon's hospitality industry. Thank you for considering helping support our efforts by contributing at <http://bit.ly/OHFDonations>. As a 501c3 nonprofit, your contribution to OHF may be tax deductible, please check with your tax consultant.

**LEARN MORE AND REGISTER:**  
**[OregonGuestServiceSafety.org](http://OregonGuestServiceSafety.org)**

#### SPONSORS:



PARTNERS: BConverse Consulting, FPW Media, Hospitality by Torres, Together Restaurant Consulting

**[OregonGuestServiceSafety.org](http://OregonGuestServiceSafety.org) | 503-682-4422 | [ORGuestServiceSafety@gmail.com](mailto:ORGuestServiceSafety@gmail.com)**