

Useful Hospitality Training Courses:

CMAA:

[Kitchen](#): 5 courses can be assigned: Basic Food Safety eStart, Allergen eStart, Cross Contamination, Food Safety & Hygiene, and Healthy Habits eStart

[Dining](#): 12 courses can be assigned: Greeting & Reservation, Setting the Table, Taking the Order, Suggestive Selling, Correct Sequence of Service, Food Service Best Practices, Intro to Beer & Spirits, Intro to Wine, Wine Sales & Service Training, Bartender eStart, Foodservice eStart (Dining), Server eStart & Server Position Training, Upselling in Hospitality

[60 Second Skills](#): 3 courses can be assigned: First Aid – Bleeding, First Aid – Primary Survey, First Aid – Secondary Survey

[Customer Service](#): 4-5 courses can be assigned: Telephone Etiquette, Concierge Best Practices, Complaint Handling, Cultural Awareness in Hospitality

[Safety](#): 1 course can be assigned: Bloodborne Pathogens & Your Exposure

**All of these courses, regardless of which department or position an employee is in, can be beneficial in their job training and overall knowledge & understanding of the hospitality industry.*

The EAP ESI:

Training Center > [Personal & Professional Training](#)

3 courses available under 'Personal Growth': [Increasing Self-Awareness](#), [Improving Mindfulness](#), [Health & Wellness at Work](#)

3 courses under 'Communications': [Building Strong Customer Relationships](#), [Conflict Intervention](#), [Dealing with Difficult Customers](#)

1 course under 'Team Building': [Becoming an Effective Team Member](#)

Resource Center > [Resources](#)

[Tools for Tough Times \(Article\)](#)

Cyber Security Awareness:

Security Awareness During an Emergency: [Training Video](#)

Protect your Zoom Meetings: [Staying Safe from Unwanted Zoom Attacks](#)

Useful COVID-19 Informative Guides & Resource Trainings:

The EAP ESI:

[Disaster Preparedness > COVID-19 Coronavirus Pandemic Homepage](#) (includes Breaking News)

[How COVID-19 Spreads](#)

[COVID-19: Lighthearted Resources for a Challenging Time](#)

[COVID-19: Facts You Need to Know](#)

[Mental Health & COVID-19: Strategies to Manage Anxiety, Fear & Stress](#)

[Take the Germs Quiz](#)

[Coronavirus prevention & precaution tips for employees](#) (basic awareness & understanding article, not training)

The CDC:

[Use of Cloth Face Coverings to Help Slow the Spread of COVID-19](#)

[When to Wear Gloves](#)

[Social Distancing](#)

[If You Are Sick: Quarantine vs. Isolation](#)

[What to Do If You Are Sick](#) (this link includes the Self-Checker)

[Daily Life & Coping: Running Essential Errands](#)

[Living in Close Quarters](#)

Mass.Gov:

[Quarantine After Travel](#)

[COVID-19 Prevention & Treatment](#)

[Personal Protective Equipment \(PPE\) During COVID-19](#)

TED Talks:

[What is a coronavirus?](#)

[Which is better: Soap or hand sanitizer?](#)

[How germs travel on place – and how we can stop them](#) (a little unsettling, but scientifically factual; recorded 2015)