



Make Compliance Training Part of Employee Reboarding Plans

The arrival of pandemic vaccines brings hope that 2021 will spur a hospitality industry recovery and the full return of hotel and motel staff. As organizations welcome back workers, they need to ensure employees are current on certifications and compliance training.

In December, the American Hotel and Lodging Association called on governors and state public health agencies to include hotel employees in early phases of the COVID-19 vaccination rollout. This will likely accelerate the recall of hospitality employees and the hiring of new staff. It may also mean moving employees into new supervisory or management roles. Compliance training can help make these transitions go more smoothly, while also reducing risks for employees, guests and your business.

DON'T LET COMPLIANCE OBLIGATIONS LAPSE

When hospitality employees return, they will likely come back to a very different workplace than the one they left months ago. The once familiar “high customer touch” workplace is being replaced by a contactless culture, where people wear masks and stand behind plexiglass. Use the opportunity to reset behavior expectations and address potential problems.

For example, the coronavirus pandemic has resulted in discrimination, bullying and social stigma against people of Asian descent, people who have traveled, emergency responders and healthcare workers. [Preventing discrimination and harassment training](#) raises employee awareness of what is and isn't acceptable behavior. It also helps your organization stay current with federal, state, city and industry laws, including complying with sexual harassment training requirements for employers in California, Connecticut, Delaware, Illinois, Maine, New York, and Washington State.

Other hospitality-related training has taken on greater urgency during COVID-19. It's recommended that employees in housekeeping and food preparation, who may encounter human blood or bodily fluids complete [bloodborne pathogens training](#). Training on how to [combat human trafficking](#) should also be completed by hotel and motel staffs, as the pandemic has put vulnerable populations at greater risk for this crime of exploitation.



WE'VE GOT YOUR TRAINING NEEDS COVERED

We have partnered with Traliant, the industry leader in compliance training, to bring you hospitality-related training courses that will enhance your organization's operations and reputation now and after the pandemic. Presented in a modern and interactive format, the training is designed for how workforces learn today — with bite-sized episodes, broadcast quality videos depicting real-world situations and knowledge checks to drive retention. Offered in English, Spanish and other languages, the online training versions for employees, managers and licensed professionals are mobile optimized for 24/7 access on laptops, smartphones and tablets.

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