



Everything but Ordinary!

Hospitality Content



Front of the House

Serving guests a pleasant meal experience involves many people in many different roles. This hospitality series focuses on the front of the house responsibilities, from interacting with guests, to taking orders, pacing your service, and flipping tables.

Titles include:

- Introduction to Restaurants
- Greeting and Seating Guests
- Interacting with Guests: Fundamentals
- Interacting with Guests: Special Circumstances
- Interacting with Guests: Difficult People
- Understanding the Menu: What's for Dinner?
- Understanding the Menu: Menu Descriptions
- Understanding the Menu: What's on Tap?
- Serving Guests: Taking Orders
- Serving Guests: Table Service
- Serving Guests: Time Management
- Clearing the Table and Closing the Sale
- Tips for Tipped Employees



Back of the House

This series focuses on the behind-the-scenes operations of a restaurant. You will learn important skills such as creating your menu, plating your food, and keeping your kitchen safe. You will also explore many types of cuisine in this series. Warning... this series may make you hungry!

Titles include:

- Introduction to Restaurant Cuisine
- Making the Menu
- Making the Menu: Presentation
- Kitchen Safety
- Knife Safety
- Food Safety Plans



Beverage

Bartending is more than just mixing drinks. It's about ensuring the well-being and pleasant experience of the customer. This series will educate you on the different kinds of wine, beer, and spirits, as well as important fundamentals of bartending.

Titles include:

- Wine 101
- Beer and Spirits 101
- Alcohol Safety
- Bartending Fundamentals
- Bartending Glasses Guide
- Bartending: The Pour



Tourist Attractions

Tourism is a diverse industry. When we talk about tourist attractions, we could be talking about Niagara Falls, the Eiffel Tower, The Great Wall, or many other things! This series will give you an overview of major tourist attractions, as well as how to provide guests with a positive customer service experience.

Titles include:

- Overview
- Serving the Guest

Contact us today!

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Hotels and Inns: Front Desk Customer Service

The employee at the front desk is often the first person a client meets during their hotel stay. The impression that employee leaves will impact how a client perceives their entire hotel experience, and you know what they say... you can't make a first impression twice!

Titles include:

- *Etiquette & Presentation*
- *Check-In & Check-Out*
- *Communicating with Guests*
- *Telephone Techniques*
- *Handling Upset Guests*



Hotels and Inns: Housekeeping

Guests staying in your hotel expect a clean, comfortable experience. Much of this responsibility falls upon housekeeping. In this series, we address the different spaces that housekeepers are responsible for cleaning, best practices, and working in a safe environment.

Titles include:

- *Cleaning Guest Rooms*
- *Cleaning Public Spaces*
- *Working Safely with Ergonomics*
- *Interacting with Customers*

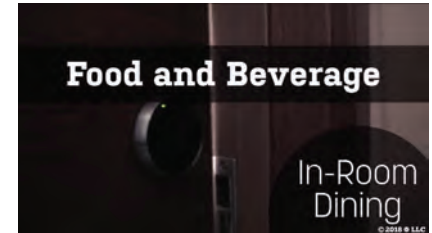


Hotels and Inns: Valet

A valet driver assumes a lot of responsibility when a customer gives them the keys to their car. In this series, we detail how to safely park and return cars, safety basics, professionalism and more.

Titles include:

- *Appearance and Professionalism*
- *Parking Vehicles*
- *Returning Vehicles*
- *Safety Essentials*



Hotels and Inns: Food and Beverage

Providing food and beverage is a complex hotel operation. This series goes into detail on how to conduct room service, the basics of serving alcohol, and how to create a food safety plan for your establishment.

Titles include:

- *In-Room Dining*
- *Alcohol Basics*
- *Food Safety Plans*

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