

Hospitality & Tourism Industry

Training for Customer Service Professionals

The hospitality and service industries have long been the target of criminals, con artists, and opportunists alike. In a profession that specializes in customer service and the guest experience, it is often hard to recognize, understand, and prevent the crimes within a hotel, luxury resort, theme park, or destination location setting. Aside from those looking to enter a property to perpetrate a crime, employees and contractors are all too often implicated in crimes against the business as well. Standards Training & Consulting provides the tools, resources, and education to help address and deal with many issues facing the hospitality and tourism industry. The following are some of the courses and services offered:

- "ALICE" Violent Intruder / Active Shooter Training
- Safety Assessments and Target Hardening
- Workplace Violence
- Crime Prevention Measures
- Situational Awareness
- Criminal Behavior Recognition
- Telephonic Bomb Threat Response
- Current Trends in Retail and Tourism Crime
- Emergency Procedure and Policy Review
- Fraud & Forgery Recognition and Prevention
- Forming and Strengthening Government Partnerships
- Interview and Non-Verbal Communication Techniques

Standards Training & Consulting offers topic specific classes, as well as personalized curriculum to expand the knowledge and skills of customer service professionals to effectively operate in the ever-changing world of hospitality.

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Raising your standards

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