



MODERN LEARNING SOLUTION FOR THE HOSPITALITY AND FOOD SERVICE INDUSTRY

The hospitality and food industries require employees to undergo quick and regular training to provide a positive and memorable experience for guests. Even the best-run organizations encounter business challenges that can hinder growth and success. Luckily, you can develop your workforce and overcome challenges with the help of online training and BizLibrary's off-the-shelf content.

Hospitality and Food Industry Top Business Challenges

Leadership

Customer Service

Employee Retention

Reputation

Organizational reputation often lies in the hands of the customer experience, making customer service not only a top business challenge for this industry but a training priority.

Employees may have the skills needed to succeed as individual contributors, but without proper training, they often lack the essential skills needed for ongoing success. This can cause a high turnover rate and unequipped leadership. Retaining employees is challenging in this industry due to a variety of factors including lack of opportunities, compensation, and hours.

Online Training as a Solution

The BizLibrary Collection offers business-critical training courses needed to develop the skills of employees and leaders in your organization. Offering a variety of formats including microlearning video lessons, video courses, and interactive videos keeps learners engaged and meets learners' various preferences.

Online training allows current and future industry leaders to develop the soft skills they

need to grow and lead a successful team. The BizLibrary Collection offers thousands of courses in customer service such as listening, emotional intelligence, conflict resolution, and so much more to help employees build and maintain positive relationships. By providing high-quality and consistent training, employee turnover reduces when individuals have room to advance within your organization and no longer feel the need to look elsewhere for opportunities.

The BizLibrary Collection

Popular course launches from the BizLibrary Collection for the hospitality and food industry include:

- Engagement & Motivation
- Cybersecurity
- Communication
- Leadership Essentials
- Anti-Harassment

- Diversity & Respect
- Customer Service
- Conflict Resolution
- Personal & Career Development
- Time Management & Productivity

This engaging off-the shelf-content gives you access to more than 8,000 titles from 40+ producers, and content within The BizLibrary Collection meets AICC and SCORM standards!

For more information about the BizLibrary Collection, please contact your account representative.