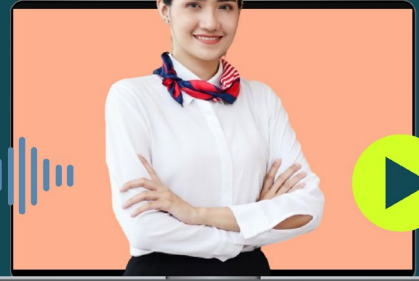




# Hospitality Essentials

Elevate customer experience and exceed guest expectations, brand reputation, and safety training with comprehensive eLearning content tailored to the needs of your staff at every level.



**63% of teams in the Hospitality industry are looking for leadership skills—almost double the global average of 37%.**



## Compliance

**Champion the well-being of both staff and guests through the latest compliance, sustainability, and diversity training programs, designed specifically for the Hospitality industry.** Go1 courses cover essential topics such as manual handling of food and beverages, responsible service of alcohol, safe food storage, harassment prevention for hospitality supervisors, diversity best practices, ethics training, just to name a few subjects.



## Upskilling

**Cultivate a team of leaders with an exceptional focus on guest experiences.**

Go1's content library includes resources for each team level to achieve their business goals, from boosting reservations and delivering a 5-star guest experience to sustaining a compelling consumer brand. Tailored for hotels, travel agencies, vacation rentals, cruise lines, casinos, and restaurants, you'll find specialized training for your staff, ensuring they lead and contribute to the success of your business.

- **For your guest services and reception team:** Customer service, empathy, dealing with difficult situations, gracious hospitality
- **For your restaurant and catering team:** Harassment prevent in restaurants, safe food preparation, knife handling, allergens
- **For your housekeeping team:** Interacting with customers for housekeeping staff
- **For your marketing and sales team:** Digital marketing strategy, brand management, handling negative reviews, SEO, email marketing personalization



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