

# Gain access to the **training content** you need to develop your workforce.

A career in hospitality-related services comes with a variety of key skills including interpersonal communication, organization, and quick problem-solving. When you need training for a small group or your entire enterprise on finding excellence in Guest Services and Hospitality; it can be challenging to manage an effective training program that fits your budget.

A partnership with OpenSesame enables you to run a full training program without the hassle of managing multiple systems or suppliers.



Title	Publisher	Seat time
<b>FRONT DESK</b>		
<a href="#">Hotels and Inns: Front Desk Customer Service - 01. Etiquette and Presentation</a>	EJ4	6m
<a href="#">Hotels and Inns: Front Desk Customer Service - 02. Check-In and Check-Out</a>	EJ4	14m
<a href="#">Hotels and Inns: Front Desk Customer Service - 03. Communicating with Guests</a>	EJ4	4m
<a href="#">Hotels and Inns: Front Desk Customer Service - 04. Telephone Techniques</a>	EJ4	10m
<a href="#">Hotels and Inns: Front Desk Customer Service - 05. Handling Upset Guests</a>	EJ4	9m
<b>SECURITY</b>		
<a href="#">Security for Retail and Hospitality Staff: Desk and Counter Security</a>	Real Projects	8m
<a href="#">Security for Retail and Hospitality Staff: Access Control and Safe Rooms</a>	Real Projects	5m
<a href="#">Security for Retail &amp; Hospitality Staff : De-escalating Conflict</a>	Real Projects	8m
<a href="#">Security for Retail and Hospitality: Situational Awareness</a>	Real Projects	7m
<a href="#">Security for Retail &amp; Hospitality Staff: Responding to Civil Unrest</a>	Real Projects	8m
<a href="#">Workplace Security: Introduction to Access Control</a>	Real Projects	20m
<a href="#">Security for Retail and Hospitality Staff: Challenging Colleagues to Follow Safety Rules</a>	Real Projects	5m
<b>VALET</b>		
<a href="#">Hotels and Inns: Valet - 01. Appearance and Professionalism</a>	EJ4	6m
<a href="#">Hotels and Inns: Valet - 02. Parking Vehicles</a>	EJ4	6m
<a href="#">Hotels and Inns: Valet - 03. Returning Vehicles</a>	EJ4	4m
<a href="#">Hotels and Inns: Valet - 04. Safety Essentials</a>	EJ4	4m
<b>FOOD AND BEVERAGE</b>		
<a href="#">Hotels and Inns: Food and Beverage - 01. In-Room Dining</a>	EJ4	8m
<a href="#">Hotels and Inns: Food and Beverage - 02. Alcohol Basics</a>	EJ4	10m
<a href="#">Hotels and Inns: Food and Beverage - 03. Food Safety Plans</a>	EJ4	9m
<b>CUSTOMER SERVICE</b>		
<a href="#">Remarkable Customer Service - The Three Magic Words of Customer Service</a>	The Jeff Havens Company	10m
<a href="#">Customer Service Success (Global)</a>	SAP Litmos	10m
<a href="#">Customers on the Phone</a>	Video Arts	30m
<a href="#">Telephone Doctor Customer Service: 01. The Service Mentality</a>	ServiceSkills	37m
<a href="#">Telephone Doctor Customer Service: 02. Listening Skills</a>	ServiceSkills	29m
<a href="#">Telephone Doctor Customer Service: 03. Questioning Techniques</a>	ServiceSkills	30m
<a href="#">Telephone Doctor Customer Service: 04. Five Forbidden Phrases</a>	ServiceSkills	33m
<a href="#">Telephone Doctor Customer Service: 05. Six Cardinal Rules of Customer Service</a>	ServiceSkills	33m
<a href="#">Customer Service 101</a>	Mind Tools for Business	1h
<a href="#">Customer Service: How to Deal with Customer Complaints and Improve Your Business   Nigel Greenwood</a>	The Expert Academy	18m
<a href="#">Johnny the Bagger™: A True Story of Customer Service</a>	Sollah Interactive	35m

**Choose from our top curated courses to help prepare your team with the skills needed to excel in hospitality.**

Title	Publisher	Seat time
<b>INTERPERSONAL COMMUNICATION</b>		
<a href="#">Interpersonal Relationships</a>	TalentQuest	14m
<a href="#">The Three Pillars of Interpersonal Excellence (US English)</a>	Cegos	15m
<a href="#">Interpersonal Communication Skills</a>	Syntrio	45m
<a href="#">Communicating Interpersonally</a>	Vubiz	50m
<a href="#">Interpersonal Communication: 01. Introduction</a>	EJ4	5m
<a href="#">Interpersonal Communication: 02. Effective Interpersonal Communication</a>	EJ4	4m
<a href="#">Macro Effects of Micro Aggressions</a>	TalentQuest	15m
<a href="#">Unconscious Bias (Global)</a>	SAP Litmos	20m
<b>DEALING WITH DIFFICULT CUSTOMERS</b>		
<a href="#">Dealing With Difficult Customers: De-escalation in Retail and Hospitality</a>	Real Projects	20m
<a href="#">Customer Types</a>	Video Arts	30m
<a href="#">Handling a Complainer</a>	7 Dimensions	10m
<a href="#">Handling Anyone Difficult</a>	7 Dimensions	20m
<a href="#">Angry Customers (US)</a>	Engage In Learning	25m
<a href="#">Managing Upset Customers</a>	TalentQuest	15m
<b>SALES/PROMOTIONAL OFFER SKILLS</b>		
<a href="#">The Sales Process: 04. Uncovering Customer Needs</a>	EJ4	4m
<a href="#">Selling Strategies: 06. Upsell and Add-Ons</a>	EJ4	6m
<a href="#">Sales Interactions: Preparing Your Small Talk</a>	Skillshub	15m
<a href="#">Complete Mastering Sales Skills Course   Phil Hesketh</a>	The Expert Academy	2h
<b>ORGANIZATION AND TIME MANAGEMENT</b>		
<a href="#">Administrative Excellence: 01. Prioritization Techniques</a>	EJ4	6m
<a href="#">Prioritize and Organize</a>	7 Dimensions	20m
<a href="#">Time Management (Global)</a>	iAM Learning	10m
<a href="#">Brain Bites: Time Management</a>	Bigger Brains	10m
<a href="#">Productivity and Time Management (Global)</a>	SAP Litmos	30m
<b>PROBLEM SOLVING</b>		
<a href="#">Problem Solving Basics</a>	Mind Channel	5m
<a href="#">Creative Problem Solving (Global)</a>	SAP Litmos	10m
<a href="#">Becoming a Competent Leader: Creative Thinking and Problem Solving</a>	TalentQuest	13m
<a href="#">Critical Thinking and Problem Solving</a>	Enspark	35m
<b>TEAMWORK AND COLLABORATION</b>		
<a href="#">Reinforce Great Teamwork</a>	Vado	10m
<a href="#">How to turn a group of strangers into a team   Amy Edmondson</a>	TED	14m
<a href="#">Collaborative Problem Solving (Global)</a>	iAM Learning	10m
<a href="#">4 Strategies for Building Collaboration</a>	7 Dimensions	30m
<a href="#">Team Working Excellence (Global)</a>	SAP Litmos	30m
<a href="#">Develop a Relationship Building Mindset</a>	The Galvanizing Group	15m

**Contact us today to learn how OpenSesame can help you and your team.**

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