



PRE-BUILT COURSE CATALOG



HR WORKPLACE + COMPLIANCE

Discrimination + Harassment in the Workplace

Our premium Workplace course includes up to 2 hours of learning - ask for details!

Wage and Hour

Introduce and explore the guidelines of the Fair Labor Standards Act (FLSA), understand what constitutes compensable time and proper time recording, learn about standard breaks, meals, and breaks for nursing mothers, familiarize yourself with child labor regulations for minors, and gain insight into tipped rate of pay, tip reporting, pay rates for sidework, and the rules around tip pools and shares.

Employment Law

Introduce and explore guidelines from key employment laws: the Family and Medical Leave Act (FMLA), Americans with Disabilities Act (ADA), Consolidated Omnibus Budget Reconciliation Act (COBRA), Uniformed Services Employment and Reemployment Rights Act (USERRA), and Equal Employment Opportunity (EEO) regulations.

Engaging Hate Groups + Unwanted Guests

Learn about different types of hate groups, the importance of a zero-tolerance policy, master strategies for confronting hate groups and other unwanted guests, develop techniques to diffuse tense situations, and follow safety protocols when dealing with hate groups to maintain a secure and inclusive environment.

Workplace Violence Prevention + Response

Learn to prevent and address workplace violence. Discover the types of workplace violence, how to recognize the warning signs, and best practices for supporting a safe and supportive work environment for all team members.

Engaging Team Members During Orientation

Learn to create engaging and welcoming orientations that boost new hire retention and productivity. You'll learn how to balance hospitality and service, set clear expectations, and foster an inclusive, supportive environment for new team members.

Deescalating Conflicts

Learn best practices for conflict resolution, and follow a structured conflict resolution process to address and resolve disputes constructively with other team members and guests. Identify when to involve a manager if a situation escalates.

Bullying in the Workplace

Learn how to recognize, prevent, and address bullying in the workplace to foster a respectful and supportive environment for all team members.

Ask us about courses in this group's roadmap!



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DIVERSITY, EQUITY, AND INCLUSION

Diversity, Equity, and Inclusion Basics

Define diversity, equity, and inclusion in the workplace, explore diversity trends across different groups, understand the impact of stereotypes and prejudice, and learn how inclusion differs from diversity to create a more equitable work environment.

How DEI Strengthens Workplaces

Gain an overview of diversity, equity, and inclusion (DEI) in the workplace, learn DEI best practices, and understand the importance of promoting DEI to create a more inclusive, equitable, and productive work environment.

Unconscious Bias

Define unconscious bias and its impact, learn to recognize the unconscious biases that influence decision-making, develop skills to overcome these biases, and build relationships through fair and inclusive practices in the workplace.

Inclusive Spaces for Customers

Discover the importance of clear and inclusive signage in the workplace, uphold a zero-tolerance policy against discrimination and harassment, recognize the benefits of hiring a diverse team and providing DEI training, and encourage the use of inclusive language to foster a respectful and welcoming environment.

LGBTQ+ Inclusive Workplaces

Understand the differences between sexual orientation, gender identity, and gender expression, learn best practices for creating a safe and inclusive workplace for team members and guests, identify practices to avoid, and recognize the terms and phrases to use or avoid for respectful communication.

From Bystander to Upstander

Learn the importance of taking action, understand the bystander effect and the role of bystander intervention, craft an effective response plan, and embrace the role of an upstander to foster a proactive and supportive environment.

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★★★★★ SERVICE

Running a Shift

Learn how to adjust staffing levels, understand manager roles during shifts, follow the customer path for enhanced services, communicate effectively with the team, and maintain the desired ambiance and atmosphere.

Atmosphere + Experience

Using your 5 senses along the customer journey explore how ambiance and mood influence customer perceptions and strive for consistency while gathering feedback for continuous improvement.

Customer Recovery

Understand why customers get upset, identify when manager intervention is necessary, implement effective resolutions to address concerns, and follow up to prevent future issues and maintain customer satisfaction.

Managing a Wait (Full Service)

Learn how to create positive wait experiences, create and manage waitlists effectively, and accurately determine and communicate wait times to customers.

The Value of Teamwork in Restaurants

Learn strategies for encouraging teamwork among team members, engage in scenario-based exercises to teach collaboration, and understand the importance of leading by example to foster a cohesive work environment.

Customer Service Basics

Learn how to warmly welcome customers, listen to their needs, handle complaints calmly, and provide quick, thoughtful service to enhance their experience and build lasting connections.

Building Customer Relationships

Learn how to build and maintain strong customer relationships through communication, empathy, and personalized service.

Menu Knowledge and Sales Skills

Learn to describe product options, handle dietary restrictions, and make personalized recommendations to create a great dining experience and build relationships with customers.

Phone Etiquette

Gain the essential skills for handling phone calls professionally and courteously, creating a positive first impression for customers.

Takeout + Delivery Order Success

Master the skills needed to guarantee accuracy and satisfaction in takeout and delivery orders, enhancing customer loyalty.

Understanding Customer Types

Assess customers' knowledge and provide tailored guidance based on their needs, so first-time, repeat, and highly knowledgeable customers all receive the right level of service.

Drive-thru Service, Sales Skills, and Hospitality

Learn how to deliver fast, friendly, and accurate service in the drive-thru, while using suggestive selling and keeping things clean and organized.

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PRE-BUILT COURSE CATALOG



LEADERSHIP

Leadership Essentials

Compare management and leadership styles, master productive conversation techniques, learn how to remove obstacles for your team, and embody optimism and integrity while developing the skills of an effective leader.

Flexible Leadership

Understand why different people require different leadership styles, learn to read people and apply the appropriate leadership style based on their ability and attitude, provide the right level of instruction and guidance, and develop strategies to remember and use flexible leadership styles at work effectively.

Building Accountability

Understand what an operating standard is and how to communicate and maintain it, learn the importance of leading by example and creating a culture of accountability, master coaching conversations and best practices, know how to document performance issues, and recognize when termination is necessary.

Appearance + Professionalism

Learn how appearance contributes to the customer experience, discover best practices for maintaining professionalism, understand how to lead a team in upholding appearance standards, and explore how these standards impact safety and liability in the workplace.

Interviewing Best Practices

Learn how to prepare for and begin interviews, follow best practices for conducting and concluding them, understand ethical interviewing and recognizing bias, get introduced to behavioral interview questions, and identify questions to avoid to maintain a fair and effective hiring process.

Terminating Team Members

Learn how to navigate termination decisions, understand the importance of pre-termination written communication, master best practices for preparing and conducting a termination, follow post-termination protocols, and engage in scenario-based training for the effective handling of these situations.

Email Etiquette

Learn how to use work email professionally, when to use email, proper writing etiquette, and using CC and BCC effectively.

Recognizing + Rewarding Others

Develop personalized recognition strategies, set strategic goals for meaningful recognition, promote positive behaviors through tailored recognition efforts, and implement effective reward strategies to boost team engagement and motivation.

Coaching Conversations

Learn how to have effective coaching conversations that foster team growth and success. This course teaches how to give constructive feedback, handle defensive reactions, and follow up to promote continuous improvement.

Resolving Conflicts

Discover effective conflict management strategies, learn best practices for conflict resolution etiquette, and follow a structured conflict resolution process to address and resolve disputes constructively.

Developing Leaders and Teams

Explore strategies for fostering team growth and development, learn the importance of succession and career path planning, leverage the benefits of continuous training initiatives, and implement cross-training to enhance team versatility and capability.

Driving Learning Engagement

Learn how to engage your team in continuous learning, leading to improved performance, retention, and job satisfaction. Develop strategies for prioritizing training, personalizing learning experiences, and building a culture of everboarding to drive engagement and success.

Empowering Hourly Team Members

Discover the benefits of empowered team members, learn how to increase their knowledge of company operations, clarify allowable decisions and establish business priorities, build communication and problem-solving skills, and encourage team members to speak up when they notice conflicts with service, safety, or production standards.

Replying to Online Reviews

Learn how to manage and respond to online reviews to build guest trust, improve operations, and boost your restaurant's online visibility. This course covers strategies for responding to both positive and negative reviews and how to follow up with your team to enhance performance.

Emotional Intelligence Essentials

Learn to recognize and manage your emotions, show empathy toward others, and use problem-solving skills to resolve conflicts and build positive relationships.

Giving and Receiving Feedback

Learn how to master balanced feedback delivery, recognize the pitfalls of unbalanced feedback, apply best practices in feedback exchange, utilize the Situation-Behavior-Impact (SBI) feedback model, and develop techniques for receiving feedback with openness and receptivity.



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LEADERSHIP

Time Management

Learn task prioritization techniques, implement daily planning strategies for peak performance, set goals for success, and discover ways to simplify tasks and avoid obstacles to maximize productivity.

Manager Communication Essentials

Discover the impact of effective communication, identify common obstacles, understand the definition and guidelines for active listening, and learn how to use various communication tools to enhance clarity and collaboration in the workplace.

Manager Meetings

Learn how to run effective and engaging weekly manager meetings. Learn how to structure meetings, what key information to share, and best practices to keep your team aligned and productive.

Team Meetings

Understand the purpose of team meetings to inform, focus, and energize. Explore various types of meetings, such as pre-shift groups, pre-shift individuals, rollouts, and annual full-team sessions, and learn how to prepare for and run effective meetings.

Motivating + Coaching

Explore the benefits of motivating and coaching team members, learn to balance these approaches, understand the foundations of effective coaching conversations to improve performance, and engage in scenario-based training exercises to enhance coaching skills.

Lowering Turnover

Learn how to measure turnover, understand its business implications, and develop effective strategies for mitigating turnover to improve team stability and performance.

Managing a Crisis

Recognize, respond to, and recover from crisis situations. Learn how to prepare for crises in advance and take the necessary steps to manage recovery effectively.

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PRE-BUILT COURSE CATALOG



SECURITY + PHYSICAL SAFETY

Physical Safety

Learn general safety guidelines, including preventing slips, trips, and falls, practicing safe lifting techniques, choosing appropriate attire, and becoming familiar with essential safety terms.

Fire Safety and Prevention

Identify fire safety equipment, respond effectively to fire incidents, master fire evacuation procedures, and learn how to properly use a fire extinguisher.

Knife Skills and Safety

Learn how to handle knives safely, master proper sharpening techniques, and follow effective knife cleaning procedures to maintain kitchen safety and efficiency.

Cyber Security Basics

Learn secure Wi-Fi practices, enhance awareness of email and phishing threats, implement strong password management, and reduce the risks of ransomware attacks.

Don't Get Scammed

Learn to identify email, check, and phone scams, understand various scam techniques, verify email authenticity, implement preventative measures, and master response protocols for handling scam incidents effectively.

PCI and Personal Data

An introduction to Payment Card Industry (PCI) security standards, learn proper handling of personal data and credit card information, and understand when to collect and release personal employee information.

Preventing Theft

Learn practical strategies to prevent theft in the restaurant, recognize warning signs, and contribute to a secure environment for both team members and guests.

Active Shooter Response

Discover safety strategies for managing an active shooter situation, providing assistance to others during emergencies, calling 911, and supporting law enforcement.

Emergency Procedures

Learn essential emergency procedures to protect your team and customers, ensure compliance with OSHA requirements, and effectively manage crises in your business.

Illness and Injury Basics

Learn how to prepare for medical emergencies, follow best practices for calling 911, master common emergency procedures, and understand guidelines and protocols for managing illness outbreaks and pandemics.

Ladder Safety

Discover the various types of ladders, understand ladder duty ratings, learn proper setup and usage techniques, follow essential safety guidelines, and master ladder maintenance practices to ensure safe operation.

Lockout/Tagout Procedures

Learn the essential Lockout/Tagout procedures to safely control hazardous energy during equipment maintenance, protecting yourself and your team from accidents.

Slips, Trips, and Falls

Learn how to prevent slips, trips, and falls in the workplace, implement strategies to avoid injuries, and understand fall protection measures to maintain a safe working environment.

Box Cutter Safety

Explore proper safety practices, identify common causes of injuries, implement effective injury prevention measures, and master the best practices for using different types of box cutters.

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PRE-BUILT COURSE CATALOG



FOOD + BEVERAGE SAFETY

The Flow of Food

Gain an overview of the food flow in food service, understand the key roles of team members in food handling, and learn how to move efficiently through food stations to optimize service.

Personal Hygiene

Develop safe daily routines, practice effective handwashing and glove use, maintain personal hygiene to prevent contamination, and identify symptoms that may exclude team members from work.

Handwashing

Learn when and how to wash hands effectively, follow a video tutorial on proper handwashing, and master best practices and procedures for wearing gloves to maintain hygiene and safety.

Storage, Labeling, and Rotation

Learn general storage best practices, proper methods for storing raw proteins, food labeling procedures, safe product rotation techniques, and how to store chemicals safely to maintain a secure and organized environment.

Time and Temperature

Learn the minimum safe cooking temperatures, proper techniques for measuring temperature, the significance of the temperature danger zone, and best practices for safely cooling and holding food.



Food Allergies

Learn about food intolerances and allergies, identify common food allergens, respond to severe reactions, and communicate effectively to prevent contamination, allergic reactions, and cross-contact risks.

Cleaning and Sanitizing

Understand the difference between cleaning and sanitizing, explore various types of cleaners and sanitizers, for compliance with health regulations, and master effective cleaning and sanitizing techniques.

Cross-Contamination

Learn how food becomes contaminated, understand the proper handling of ready-to-eat foods, and master techniques to prevent cross-contamination, ensuring food safety and compliance with health regulations.

Health Inspections

Understand the definition of a safe establishment, learn how to partner effectively with health inspectors, follow best practices during inspections, implement follow-up procedures, and engage in practice scenarios for health inspections and safe food handling.

Alcohol Safety

Gain an overview of Dram Shop Laws, understand the legal obligations for serving alcohol, learn ID verification procedures, recognize alcohol's effects on individuals, master the steps for denying service, and practice safe alcohol service techniques.

Halal Food Handling

Explore the guidelines for identifying permitted Halal foods, recognize prohibited Haram foods, and master safe storage and cooking procedures for compliance with Halal dietary laws.

Kosher Food Handling

Explore the Kosher certification process, understand Kosher food categories and beverage regulations, learn about the slaughtering process, and master proper storage and cooking procedures to maintain Kosher standards.

HACCP Programs

Learn about the HACCP (Hazard Analysis Critical Control Point) food safety management system designed to identify potential hazards during food production and prevent food safety issues at critical points, helping to keep the food served to customers safe and compliant with health standards.

Dishwashing and 3-Compartment Sink

Gain an overview of the dishwashing process, learn how to properly set up and organize a 3-compartment sink, and master the cleaning procedure for effective dishwashing.

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FINANCE

Handling Cash

Learn how to use a safe for secure cash management, manage cash drawers safely, follow cash handling guidelines, and implement strategies to prevent theft and protect financial assets.

Manager Math

Learn to calculate the cost of goods sold (COGS) for different departments, develop strategies for pricing food and beverages on menus, and understand how to calculate labor costs and their impact on overall profitability.

Inventory Best Practices

Understand how inventory affects the cost of goods sold, learn effective strategies for counting inventory accurately, and gain skills in entering and calculating inventory to optimize stock management and financial outcomes.

Waste and Comps

Define waste and its common causes, understand the importance of monitoring waste, learn best practices for receiving and storing goods, investigate the root causes of waste, and explore strategies to reduce customer comps and minimize loss.

Pars and Usage

Understand the purpose of purchasing and prep pars, learn how to calculate and adjust pars based on demand, recognize the variables that affect par levels, determine purchase and prep quantities accordingly, and explore usage-based systems to optimize inventory management.

Labor Management

Learn to calculate total labor and labor costs across departments, understand how to measure productivity, explore scheduling techniques for maximum profitability, adapt to fluctuations in labor needs during the sales cycle, and enhance operational efficiency through streamlined tasks.

Sales Forecasting

Learn the purpose of sales forecasting, identify key influences on accurate sales predictions, develop a robust sales forecast, and understand how to react effectively to both small and large variances between forecasted and actual sales.

Scheduling

Learn how to create effective schedules that balance the needs of your team with the demands of the business. Understand peak hours, manage labor costs, and handle schedule changes efficiently to keep operations running smoothly and your team engaged.

Managing Prime Costs

Learn the essentials of managing prime costs. Define and monitor prime costs, labor costs, and Cost of Goods Sold (COGS). Interpret P&L reports and take action when prime costs fall outside of target ranges.

Engaging Vendors

Learn how to build strong, effective relationships with vendors to improve supply chain management. Use best practices for communication, negotiation, and maintaining productive partnerships for smooth operations.

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LIFE SKILLS + SOCIAL SKILLS

Active Listening

Learn the importance of active listening in the workplace. Fully engage with speakers, remove distractions, and respond thoughtfully. Learn how to improve communication with guests and team members.

Starting Conversations

Build communication skills from the beginning. Start casual, common, and difficult conversations while building rapport, teamwork, and customer satisfaction.

Positive Energy

Discover how fostering positive energy can enhance team morale, productivity, and overall workplace culture. Learn strategies to create a positive environment that motivates and supports your team, driving better performance and satisfaction.

Curriculum: English and Spanish

Follow our growing curriculum as we teach teams how to work together and socialize, with version for both native English speakers and native Spanish speakers.

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ROADMAP + IN PRODUCTION

All Staff

Brand Awareness
Human Trafficking Prevention
First Impressions
Personal Presentation and Dress Code
The Art of Conversation
Cultural Etiquette
Dealing with Problems + Guest Complaints
Introduction to the Hotel Industry

Concierge/Front Desk

Concierge + Desk Etiquette
Reading the Queue
Making Experiential or Dining Reservations
Unusual Requests
Arranging Transport
Personal Shopping + Luxury
Finishing Touches
Upselling Rooms and Services
Local Area Knowledge Basics

Porter/Valet

Bell Boy + Porter Etiquette
Door Etiquette
Greeting Guests
Valet
Packing and Unpacking

Housekeeping + Laundry

Rooms and Laundry
Housekeeping Tools
Housekeeping Techniques
Housekeeping Areas

- Lobby
- Guest Rooms
- Bathrooms
- Common Areas
- Non-public Areas
- Exterior

Special Surface Care
Turndown Service
Flower Arranging
Window Care
Pet Care

Laundry + Personal Item Care

Laundry
Care of Fine Garments

- Silk
- Wool
- Lace

Ironing and Pressing
Steaming
Folding
Mending of Clothes
Shoe Polishing, Care, and Storage
Handbag Care, Maintenance, and Storage
Wardrobe Management
Dry Cleaning

Spa/Wellness/Dining

Recommending Services
Cross-departmental Hospitality Etiquette
Coordinating Guest Services



PRE-BUILT COURSE CATALOG



ROADMAP + IN PRODUCTION

Safety

- Personal Hygiene
- Physical Safety
- Slips, Trips, and Falls
- Box Cutter Safety
- Chemical Handling
- Fire Safety and Prevention
- Illness and Injury Basics

Product Knowledge

- Industry + Product Vocabulary
- Common Materials and Their Qualities
- How to Read Tags, Labels, and Packaging
- Identifying Key Product Features + Benefits
- Comparing Products
- New Arrivals + Seasonal Products
- Warranty, Returns, and Care Information

Customer Experience

- Customer Service Basics
- Active Listening*
- Starting Conversations*
- Phone Etiquette
- Understanding Customer Types
- Helping ADA Customers*
- Interacting with Unhoused People*
- Anticipating Customer Needs*

Sales Skills

- Brand Storytelling
- Discovering Customer Needs
- Recommending the Right Product
- Recommending Add-On Sales
- Cross-Selling Techniques
- Talking About Price + Value
- Building Trust Through Product Knowledge
- Selling with Promotions and Discounts
- Selling Through Product Demos or Try-Ons
- Relationship-Based Selling
- Leveraging Loyalty Programs

POS + Operational Basics

- POS Basics
- Handling Cash
- Promotions and Discounts
- Returns and Exchanges
- Opening and Closing the Register
- Age-Restricted Sales
- Opening the Store
- Closing the Store
- Daily Task Management

Merchandising and Inventory

- Receiving Best Practices
- Storage and Rotation
- Stocking and Restocking Basics
- Planograms
- Display Setup and Maintenance
- Using Inventory Tools
- Inventory Counts and Preparation
- Tracking Stock and Shrink



PRE-BUILT COURSE CATALOG

DETAILS + OPTIONS

Deploy training faster at lower costs with pre-built courses we brand and fully customize for you!

Our growing library of industry-specific eLearning assets can be delivered in any LMS platform.

- Interactive courses authored in Storyline or Rise 360 and exported to SCORM or Tincan (xAPI)
- Packaged text and media to develop content in your in-app LMS authoring tool

Customize our pre-built courses!

- Start with our catalog of pre-built content.
- All pre-built content includes branding with your logo and colors.
- Select which courses in which you'd like us to customize the text, media, and scenarios.
- Need an eLearning template? We'll design a comprehensive Storyline template with your branding for a one-time fee with a lifetime license.

Options include:

- Translation and localization into any language or market
- Versions for frontline teams, supervisors and leads, managers, multi-unit managers, and corporate teams
- Editable eLearning files

Our courses include a lifetime license for unlimited learners.