



ServSafe Workplace

A suite of training programs rooted in cultural and social issues affecting today's restaurant and hospitality work environments.



Understanding Unconscious Bias

Delivering best-in-class customer service is the heart of hospitality, but unconscious bias on the part of employees, managers, or guests can immediately put great service in jeopardy.

This topic is too important to settle for generic training.

Understanding Unconscious Bias, a new training suite developed by ServSafe in conjunction with the **Multicultural Foodservice & Hospitality Alliance (MFHA)** and industry professionals, shines a light on this issue with realistic scenarios meaningful to your staff -- the managers and employees in the hospitality and foodservice industries.

70%

According to a survey from *Nation's Restaurant News*, 70% of foodservice employees exhibited unconscious bias on the job.



Manager Modules

Introduction
Understanding Bias
The Impact of Bias at Work
Dealing with Bias: Ours and Others'
Dealing with Bias: A Manager's Perspective
Managing Interactions Involving Guests
Managing Employee Interactions
Crisis Management
Knowledge Check

According to McKinsey's *Delivering Through Diversity* report, companies with the most ethnically diverse executive teams are 33% more profitable.

33%



Employee Modules

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Dealing with Bias: Ours and Others'
Knowledge Check



Failure to adequately manage incidents of unconscious bias can result in negative publicity via adverse social media posts and other viral content that threatens to harm businesses' reputations and revenue.

Pick Your Preferred Solution

- For Managers or Employees
- For Restaurants or Hospitality
- English or Spanish
- Volume Pricing Available
- Bundle with other programs in the ServSafe Workplace suite

3rd

U.S. foodservice employees ranked third as having the highest level of unconscious racial bias in 12 industry sectors according to the University of Manchester.