



## 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

Introduction  
Understanding Bias  
The Impact of Bias at Work  
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.