



## ServSafe Workplace

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



## Sexual Harassment Prevention

## Understanding Unconscious Bias



*Two hospitality-specific training programs.  
One constantly expanding suite.*



### Industry-specific

Built from the ground up for the restaurant and hospitality industry with versions for Employees and Managers



### Impact and awareness

Beyond liability issues, the training focuses on how behavior affects your employees, co-workers and guests



### Effective training

Personal, contemporary, bite-sized, interactive learning available both in English and Spanish



### Ease of delivery

Several options for implementation to fit your specific training needs

**Transform your workplace culture. Reduce your liability.  
Get started today.**



[AHLEI.org/ServSafe-Workplace](https://www.AHLEI.org/ServSafe-Workplace)



# Sexual Harassment Prevention

**Sexual Harassment Prevention** is an interactive training program to address and help prevent sexual harassment and the harmful impact it has on individuals and businesses.

Developed specifically for our unique industry, this modern, engaging course features scenario-based learning and focuses on the impact to individuals and emphasizes the responsibility each employee has to maintain a respectful and inclusive workplace.

## Employee Suite

- Define sexual harassment and the two forms it can take.
- Understand the harmful impact sexual harassment can have on victims, businesses, and those who harass.
- Recognize conduct that's appropriate, and not appropriate, for work.
- Understand when and how to report sexual harassment.

## Manager Suite

- Everything in the Employee Suite, plus...
- Recognize employer and manager liability for reporting and addressing sexual harassment.
- Learn how to create a harassment-free culture in the workplace.
- Understand how to investigate sexual harassment claims in the workplace.

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Welcoming all kinds of people is the heart of hospitality, but unconscious bias on the part of employees, managers, or guests can damage your business's reputation or ability to retain workers.

**Understanding Unconscious Bias**, developed 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.



# Understanding Unconscious Bias

## Employee Suite

- Understand, define, recognize bias
- Learn about impact of bias at work
- Practice methods to minimize bias
- Understand personal and professional consequences of bias
- Practice empathy, use judgment, practice de-escalation
- Understand when to involve a manager

## Manager Suite

- Everything in the Employee Suite, plus...
- Reflect on own bias as a manager
- Deal with bias in hiring, selection
- Manage interactions with guests who have bias
- Prepare employees to understand and deal with biases
- Provide tools to employees
- Model appropriate behavior
- Deal with crises and the impact of social media reactions to bias

