

Free Hospitality Career Training How-To Guide



Access Courses

1. Visit ahlei.org/free-training
2. Decide which free training course(s) you'd like to enroll in
3. See the How to Enroll section
4. Click the link to access the learning management system, training.ahlei.org
NOTE: This is a new platform. If you have an Learn account (learn.ahlei.org) your credentials will not work.

How to Enroll

To enroll in any of these free training courses, you must have an account on our Online Learning System. Your AHLEI.org website learn.ahlei.org login will work not work, you need to create an account on this new learning platform.

Follow these instructions for logging into or creating your training.ahlei.org account.

1. Create an account on training.ahlei.org *Tip: The link will open in a new tab, do not close this page because you will need to return to access the Course Link and enter the enrollment code/key to self-enroll on Learn.*
 - Click "Create new account" on bottom of page.
 - Complete all required fields on the form. *Tip: In the Brand field, enter your hotel's brand/management company or individual, if you are not associated with a hotel.*
 - When you submit the form, an email will be sent immediately to your email address.
 - To confirm your account, please click on link in the email.
 - Once your account is confirmed, you will be logged into the online learning system
2. Return to this page and click on the course link for the training course you want.
3. On the enrollment options page in the Self enrollment (Student) field, enter the enrollment code/key (new Learn account only) and start your course.

5. "Create new account" on bottom of page, under "Is this your first time here?"

American Hotel & Lodging Educational Institute

Username / email [Forgotten your username or password?](#)

Password [Cookies must be enabled in your browser](#)

Remember username

[Log in](#)

Is this your first time here?
For full access to this site, you first need to create an account.

[Create new account](#)

6. Fill in all required fields. *Be sure to click on the Brand tab to enter your hotel brand/management company, or enter "individual", if you are not associated with a hotel.*Then click "Create my new account":

American Hotel & Lodging Educational Institute

New account ▶ Expand all

▼ Choose your username and password

Username ❗

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s) such as *, -, or #

Password ❗

▼ More details

Email address ❗

Email (again) ❗

First name ❗

Surname ❗

City/town

Country

▶ Other fields

▶ Brand

▼ Mailing Address

School/Property Name ❗

Shipping Address 1 ❗

Shipping Address 2


Shipping City ❗

Shipping State ❗

Shipping Zipcode ❗

7. Check your email and click the link to confirm your account. You will then be logged into learn.ahlei.org:

American Hotel & Lodging Educational Institute: account confirmation

 **Moodle Admin (via AHLEI)** <noreply@ahlei.org>
To: Maggie Test 1 Fiorentino

Hi

A new account has been requested at 'American Hotel & Lodging Educational Institute' using your email address.

To confirm your new account, please go to this web address:

<https://training.ahlei.org/login/confirm.php?data=IjxYqekf6YEg78r/maggietest1>

In most mail programs, this should appear as a blue link which you can just click on. If that doesn't work, then cut and paste the address into the address line at the top of your web browser window.

If you need help, please contact the site administrator,

Admin User

8. Go to ahlei.org/free-training and choose the Course Link for the course(s) you want to access. Note the Enrollment Code you'll need to enter:



Supervisory Skill Builders

9 Courses | Total 18 Hours

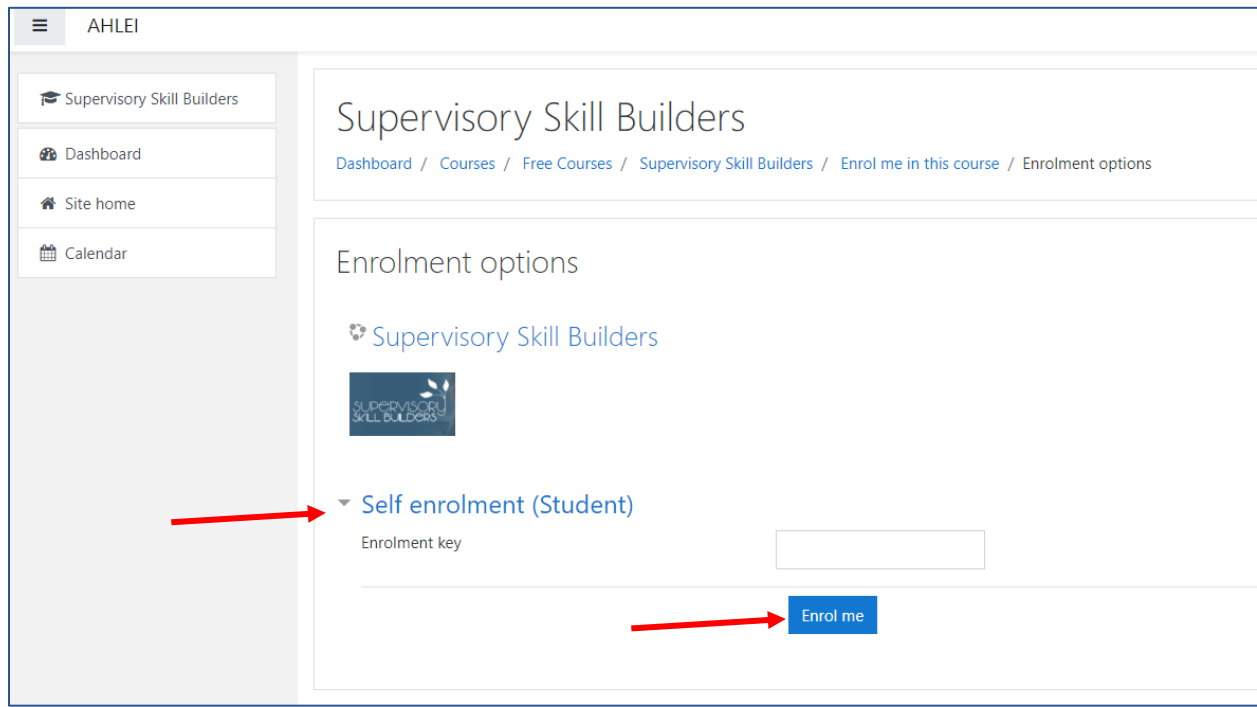
Learn the essential skills that help supervisors contribute to the success of a hospitality establishment. Nine modules offer skills development and scheduling, communication, and team building. This training is suitable for entry-level hospitality employees and hospitality supervisors.

Please note that completion of the training does not qualify you for the [Certified Hospitality Supervisor \(CHS\) Certification](#).

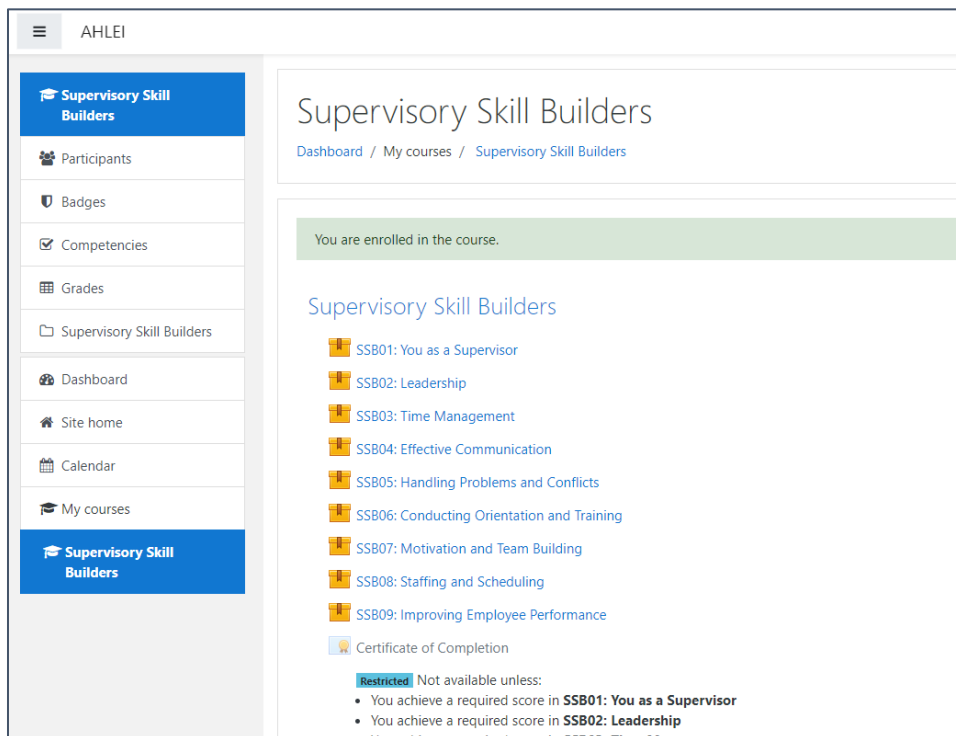
To access this training, [click here](#) to our go to our Online Learning System. Enter enrollment code/key: **SSB-Free**



9. In the Self enrollment (Student) field, enter the Enrollment Code/Key and click “Enroll me”:




10. Start your training course:



Record of Training

Supervisory Skill Builders: Certificate of completion is available via Learn once all 9 quizzes are passed. 70% is passing score. PDF certificate should be saved by user.

Supervisory Skill Builders

- SSB01: You as a Supervisor
- SSB02: Leadership
- SSB03: Time Management
- SSB04: Effective Communication
- SSB05: Handling Problems and Conflicts
- SSB06: Conducting Orientation and Training
- SSB07: Motivation and Team Building
- SSB08: Staffing and Scheduling
- SSB09: Improving Employee Performance
-  Certificate of Completion

Restricted Not available unless:

- You achieve a required score in **SSB01: You as a Supervisor**
- You achieve a required score in **SSB02: Leadership**
- You achieve a required score in **SSB03: Time Management**
- You achieve a required score in **SSB04: Effective Communication**
- You achieve a required score in **SSB05: Handling Problems and Conflicts**
- You achieve a required score in **SSB06: Conducting Orientation and Training**
- You achieve a required score in **SSB07: Motivation and Team Building**
- You achieve a required score in **SSB08: Staffing and Scheduling**
- You achieve a required score in **SSB09: Improving Employee Performance**

Hospitality Manager: Leadership: Certificate of completion is available via Learn once 8 quizzes (1 per module) are passed. 70% is passing score. PDF certificate should be saved by user.


Hospitality Manager: Leadership

[Dashboard](#) / [My courses](#) / [HM: Leadership](#)

Training

Note:

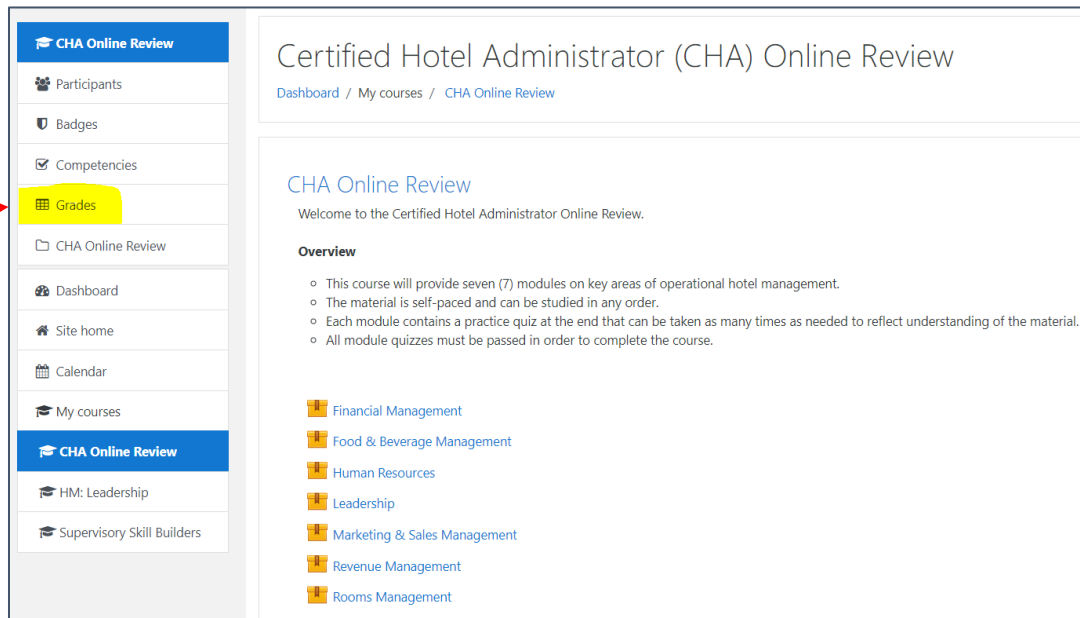
For the best training experience, please use Firefox or Chrome web browsers.

- 01 - Introduction
- 02 - Building Culture
- 03 - Emotional Intelligence
- 04 - Developing Yourself and Others
- 05 - Communicating on a Personal Level
- 06 - Communicating on an Organizational Level
- 07 - Planning a Meeting
- 08 - Managing Your Time
- 09 - Facilitating the Planning Process
-  Certificate

Restricted Not available unless:

- You achieve a required score in **02 - Building Culture**
- You achieve a required score in **03 - Emotional Intelligence**
- You achieve a required score in **04 - Developing Yourself and Others**
- You achieve a required score in **05 - Communicating on a Personal Level**
- You achieve a required score in **06 - Communicating on an Organizational Level**
- You achieve a required score in **07 - Planning a Meeting**
- You achieve a required score in **08 - Managing Your Time**
- You achieve a required score in **09 - Facilitating the Planning Process**

CHA Online Review: User can view quiz grades in Grades at any time. 70% is passing score. User would need to print page or capture screenshot as a record of training.



The screenshot shows a web interface for the 'Certified Hotel Administrator (CHA) Online Review' course. On the left is a navigation sidebar with a blue header 'CHA Online Review' and several menu items: 'Participants', 'Badges', 'Competencies', 'Grades' (highlighted in yellow with a red arrow pointing to it), 'CHA Online Review', 'Dashboard', 'Site home', 'Calendar', 'My courses', another 'CHA Online Review' header, 'HM: Leadership', and 'Supervisory Skill Builders'. The main content area has a title 'Certified Hotel Administrator (CHA) Online Review' and a breadcrumb trail 'Dashboard / My courses / CHA Online Review'. Below this is a section titled 'CHA Online Review' with a welcome message: 'Welcome to the Certified Hotel Administrator Online Review.' An 'Overview' section follows, containing a bulleted list: 'This course will provide seven (7) modules on key areas of operational hotel management.', 'The material is self-paced and can be studied in any order.', 'Each module contains a practice quiz at the end that can be taken as many times as needed to reflect understanding of the material.', and 'All module quizzes must be passed in order to complete the course.' At the bottom, there is a list of seven modules, each with a small icon: 'Financial Management', 'Food & Beverage Management', 'Human Resources', 'Leadership', 'Marketing & Sales Management', 'Revenue Management', and 'Rooms Management'.