



SCHOOL of
HOSPITALITY
OPERATIONS

2016 Catalog of Offerings

North America (NAMER)

To start,
click here

School of Hospitality Operations (SoHO)

As Wyndham Hotel Group's (WHG) training department, we are dedicated to delivering **world-class, high-impact training** to drive product, service and leadership excellence for hospitality professionals across all brands.

Our learning curriculum is strategically aligned with **five hospitality key disciplines** which are essential to the success of any property, regardless of brand or size:





Don't see the SoHO Learning Zone in MyPortal?

Ask your General Managers to give you access so you can take advantage of all the learning and development opportunities available to you.

General Managers can [CLICK HERE](#) for directions on how to give all hotel staff access.



SoHO Learning Zone

As the official Learning Management System for WHG, the SoHO Learning Zone continues to be the home for all learning and development opportunities.

The SoHO Learning Zone features [user-friendly navigation](#) so you can quickly search and find the training you are looking for with easy [one-click registration](#) from MyPortal. By accessing the SoHO Learning Zone, you will be able to:

- Register for training courses (i.e. workshops, webinars, online courses, etc.)
- Launch live webinars or playbacks
- Launch self-paced courses or videos
- Print a Certificate of Completion for a course you've completed
- Manage your employees' learning and development

...and much more!

Check out the **SoHO Learning Zone** [Quick Tutorial](#) to learn how to use this tool!



[MyPortal](#) > [Learn with SoHO](#) > [Enter the SoHO Learning Zone](#)

General Manager Certification (GMC)

Executive Leader Orientation (ELO)

Executive Leader Orientation is Wyndham Hotel Group's General Manager Certification program. This program is designed for Owners, General Managers and Directors of Sales.

At ELO, you will gain in-depth knowledge of your brand's tools and resources, as well as WHG and hospitality industry best practices. Designed for new and experienced hotel managers, this four-day orientation is organized into our five key hospitality disciplines which are essential to the success of any property, regardless of the brand or size:

- Property Operations
- Marketing and Sales Management
- Revenue Generation
- Customer Experience
- Leadership and People Management

This conference-style orientation program features break-out sessions by brand, marketing segment and knowledge level as well as a pre-orientation lab, [Hospitality Foundations](#), to enhance your learning experience.

To learn more about this program, go to www.EXPLOREwithELO.com

All new General Managers are **required** to complete their General Manager Certification **within 90 days**. Attending ELO satisfies this training requirement.

Directors of Sales for Wyndham Hotels and Resorts® properties are also encouraged to attend within 90 days.



[MyPortal](#) > [Learn with SoHO](#) > [Executive Leader Orientation \(ELO\)](#)

Classroom Training

Hospitality Foundations:

Available exclusively to hotel professionals attending Executive Leader Orientation (ELO) at our New Jersey headquarters, Hospitality Foundations is a hands-on lab to help you “discover” essential tools and hotel practices before attending ELO. Attending this free, half-day lab is a great way to prepare for ELO. Hospitality Foundations is offered the Monday before each ELO class and held in Parsippany, NJ only. To enhance your learning experience, we encourage you to bring your laptop or tablet! To see specific dates and details, visit our website [here >>](#)

SoHO Regional Workshops:

These day-long workshops are offered in select major cities and focus on current hospitality best practices and trends that are relevant to you and your staff. Delivered by our experienced and knowledgeable facilitators, we have a variety of workshops available throughout the year which you can view and register for by going to the **SoHO Learning Zone** and searching for “**SoHO Regional Workshops**”.

Training at Your Property:

You can opt to have our industry-certified facilitators come to your property and train your staff. Our team will work with the Owner or General Manager to identify specific challenges or areas of opportunity and we’ll create a customized training plan to meet your staff’s needs. Then, one of our facilitators will visit your property to train your staff and help you transform your vision into reality. More details available [here >>](#)



[MyPortal](#) > [Learn with SoHO](#) > [Classroom Training](#)

Online Training

Count On Me! Service Culture Webinar:

Count On Me! (COM!) is Wyndham Worldwide's culture-building program. Built on a foundation of three building blocks and nine behaviors, COM! reinforces our commitment to customer service and challenges all associates to live the COM! commitment. For additional information about Service Culture training for your specific brand, please contact your Director of Franchise Services (DFO) or go [here >>](#)

Inform, Perform and Advance Webinars:

This **NEW** informational series is designed to keep hotel Owners, General Managers and key personnel up-to-date on Wyndham Hotel Group's (WHG) strategic initiatives. During these insightful webinars, subject matter experts will share new programs, policies and strategies, and how these initiatives affect your day-to-day operations and bottom line. Check MyPortal often to see upcoming topics and to register go to the **SoHO Learning Zone** and search for "Inform, Perform and Advance".

Management Courses (eBooks):

eBooks are hospitality management textbooks published by the American Hotel and Lodging Educational Institute made available in digital format. eBooks can be used to earn Areas of Specialization certificates in Hospitality Accounting, Food and Beverage, Human Resources, Marketing and Sales, Rooms Division and Club Management, as well as a Hospitality Operations Certificate. See eBooks available through the SoHO Learning Zone [here >>](#) or browse through this [detailed brochure >>](#)

Online Courses and Videos:

Available 24/7, Online Courses and Videos provide owners, general managers and line-level staff ongoing training that is convenient for them, anywhere there is a computer and Internet connection. Hotel associates can gain valuable on-the-job training on guest service, housekeeping, maintenance and more. Select courses are also available in Spanish. More details available [here >>](#)

Property Management Systems (PMS) Webinars:

Delivered by Opera, WynGuest and SynXis application experts, these interactive one-hour webinars, will teach you how to get the most out of your Property Management System through our "Ask the Expert" series. You will receive real-time answers to any issues that you have been facing or learn more about new features in your system. These webinars are specifically designed for those managing reservations and revenue. More details available [here >>](#)



*see more
online training*

Online Training

Quick Tutorials:

Our suite of tutorials is designed to provide Owners and General Managers with basic knowledge of WHG resources and tools, and how to use them. We offer tutorials on tools such as MyPortal, WynSource and WynPay. Access these tutorials by going to [MyPortal](#) > **Learn with SoHO** > **Application Tutorials**.

Skills, Tasks and Results Training (START) Programs:

These programs provide instructions for training new or prospective hotel associates on how to perform key tasks, along with the general hospitality knowledge and soft skills needed in the hospitality industry. These programs can be administered in a classroom setting (START) or as a self-paced, online module (quickSTART) with a skills mastery list validated by a supervisor. START is recommended for training new or prospective associates to a role while quickSTART is recommended for experienced hotel associates seeking their certification. There are three (3) programs available for training front-line associates:

START: Front Desk Representative

START: Guest Room Attendant

START: Maintenance Employee.

More details available [here >>](#)

Webinars on Wednesdays:

These webinars are delivered by subject matter experts to offer the latest trends and updates in the hospitality industry. These interactive and engaging webinars are a great opportunity to help develop your hotel staff into a high performing team. Our Webinars On Wednesdays are delivered live and playbacks of past topics are also available in the SoHO Learning Zone. More details available [here >>](#)



[MyPortal](#) > [Learn with SoHO](#) > [Online Training](#)

Additional Training Resources

CareerBuilder:

Wyndham Hotel Group has partnered with CareerBuilder to provide you discounted deals to help with your recruiting efforts. CareerBuilder can help you connect with qualified candidates and fill high-volume positions in 30 days! With this partnership, you also will have access to 1,300+ hours of online videos and courseware that demonstrate how to attract, retain and develop top talent. For a printable flyer and to learn more click [here >>](#) or go directly to the website to get started www.careerbuilder.com/WHG

Learning Pathways:

Our Learning Pathways are designed to develop employees in key roles within your hotel. They are also great road maps for developing a well-trained staff and are organized by hospitality key discipline. The following Learning Pathways are available on MyPortal to download and print: Owner / General Manager, Front Desk, Housekeeping, Maintenance, Sales

SoHO Learning Compass:

The SoHO Learning Compass will help you navigate through all the professional development opportunities available to you. The journey begins as you first DISCOVER key WHG tools and resources. Next, you will EXPLORE hospitality concepts and best practices to expand your knowledge of the industry and your hotel brand. Finally, you will ACHIEVE more by continuing your education to further develop your hospitality skills and knowledge. To access the SoHO Learning Compass click [here >>](#)



These resources and additional tools including job descriptions, checklists, templates for use on property and much more can all be found on MyPortal. We are always adding to our library of resources so check back often for the most recent additions.



Go to

[MyPortal](#) > [Learn with SoHO](#) > [Training Resources](#)

“An investment in knowledge pays the best interest.”

Benjamin Franklin



Certifications

Through our partnership with American Hotel and Lodging Educational Institute (AHLEI), we offer a number of certifications to our hotel Owners, Managers and line-level associates at a discounted rate!

Controlling Alcohol Risks Effectively (CARE®):

CARE trains employees, including front desk staff, valet attendants, cashiers, and housekeepers, to recognize signs of intoxication, communicate with management, and intervene appropriately in challenging situations. More details available [here >>](#)

Certified Hotel Administrator (CHA®):

One of the most prestigious certifications in the industry, CHA recognizes those individuals who have demonstrated exemplary leadership and managerial abilities in a hospitality setting. More details available [here >>](#)

Certified Hospitality Department Trainer (CHDT®):

CHDT recognizes hospitality professionals for their knowledge and skills in training employees within a department. More details available [here >>](#)

Certification in Hotel Industry Analytics (CHIA®):

Geared to revenue managers, general managers, corporate staff, and research professionals, CHIA is the only hotel-related certification for industry professionals focused on analytics. More details available [here >>](#)

Certified Hospitality Supervisor (CHS®):

Hospitality supervisors must have effective skills such as leadership, time management and communication. The knowledge and skills gained by completing the Supervisory Skill Builders Online program will prepare you for the Certified Hospitality Supervisor exam. More details available [here >>](#)

These hospitality industry certifications and additional resources can all be found here: www.ahlei.org/whg. On this website, you can purchase certification study materials and schedule your certification exam.

Don't forget to use the promo code **WYN15** when checking out to receive the discounted pricing!



Meet Our Facilitators

Our classes are led by **experienced, knowledgeable** facilitators who are committed to creating a learning environment that provides opportunities to help broaden your skills and professional knowledge. Our **training professionals** are regionally based across the country to better serve your needs.

Jason Marlin
17 years of industry experience

Ron Zolman, CHA, CHE
17 years of industry experience

George Murphy, CHE
36 years of industry experience

Cherry Foreman
19 years of industry experience

Debbie Williams, CHT, CHE
38 years of industry experience

Natacha Garcia, CHA, CHE
22 years of industry experience

Chris Albornoz
10 years of industry experience

Diana Beltran
12 years of industry experience

Don't just take our word for it...

Here is what others have to say about SoHO:

*"I thought the training was great. Whenever I leave a training proud of the company I am training for, it means the training was a **success**"*

General Manager, Microtel Inn & Suites by Wyndham

*"This was **fantastic** and the instructors were AWESOME!!!! THANK YOU VERY MUCH for making this a positive learning experience."*

General Manager, Wyndham Hotels and Resorts

*"ELO was beyond my expectations. I did not expect to learn so much. This training made me more **motivated** to turn the negative things on my property around."*

Owner, Days Inn

*"I thought it was a **valuable** experience that taught me a lot about the hospitality industry and how to do a variety of things I hadn't thought about before."*

General Manager, Days Inn

*"This was the **best training** I have ever received. Hit all the bases and many new best practices will be taken back to the property raising our culture and guest scores!"*

Director of Sales & Marketing, Wyndham Hotels and Resorts

*"I think the trainers did a **great** job! They were able to keep our attention, made it fun, and had a sense of humor. I would do it all over again. Thank you."*

General Manager, Super 8

*"ELO was fantastic I would highly **recommend** it to anyone and everyone."*

General Manager, Ramada

Contact Information:

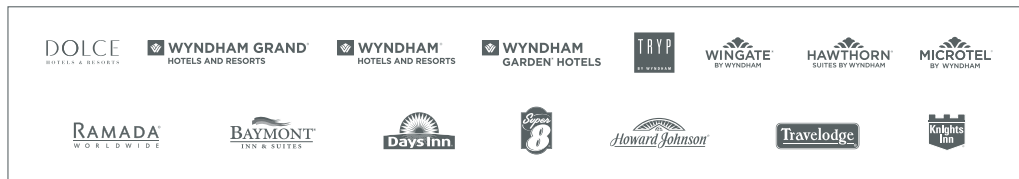


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Website: [MyPortal](#) > Learn with SoHO



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The School of Hospitality Operations has won

GOLD
for Best Marketing Impact



BRONZE for Best Learning Team



and

SILVER
for Best Use of Performance Support and Best Learning Team in Brandon Hall's Excellence Awards!

