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session. Instead, this training manual will be used as a self-study tool. While most of the guidelines also hold true for a training manual that compliments a stand-up or Internet delivered

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training, the focus of these guidelines is on a self-study manual. For more information about an instructor-led manual, see the Appendix. Pre-requisite Skills

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See the sections below for training materials to use in presenting brief sessions on disability etiquette and serving customers with disabilities, as well as archived webinars on various hospitality-related topics, including reservation systems for places of lodging, standards for accessible buildings and facilities, service animals, and more.

## **Training Materials | ADA Hospitality**

ADLER HOTEL The full name of the hotel, the name can be followed by name of suburb. The hotel list can be rather long. You can limit the response by adding an area identifier and/or hotel chain code to your HL entry, example: To display a hotel list for Zurich, with only Best Western Hotels and only downtown location you enter: HL BW ZRH/AR-D

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The manual will hopefully be a valuable tool to all small hotel managers and their staff. It is not meant to be the definitive guide on how to run a small hotel, but rather, a collection of insights from some of the region's hospitality, tourism and business experts, to help you the reader in your day-to-day operations.

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