

Required Trainings and Certifications

Section: Human Resources | Policy & Procedure Number: 700

Date: November 19, 2020 (Revised February 18, 2025)



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I. GENERAL

Guest Services Inc. ("Guest Services") is committed to the personal and professional growth and development of our employees. Proper training is essential to helping employees perform to their highest potential and learning additional skills to achieve new heights in their careers. The purpose of this policy is to outline training expectations to ensure that Guest Services' employees remain in compliance with state laws, federal laws, and company policies and procedures.

This policy applies to all employees of Guest Services, Inc., and its subsidiaries.

II. RESPONSIBILITIES

It is expected that all Guest Services' employees review this policy and complete the trainings that pertain to their roles. Managers, including District Managers, Area Managers, General Managers, Unit Managers, and Directors are responsible for ensuring that they and their employees comply with the schedule outlined within this policy. Guest Services' compulsory trainings and certifications must be completed based on the individual frequencies identified within this policy, and unit compliance will be considered in managers' annual performance evaluations.

III. TRAINING ON A MOBILE DEVICE OR REMOTELY

Guest Services' employees may complete training using their mobile device through the Workday mobile app. Manager approval is required when choosing to complete training using this option. If the employee has received manager approval, and they will be completing the training at the unit on a mobile device, the employee must clock in for their scheduled shift and connect to the unit's Wi-Fi to complete the required trainings. If the employee has received manager approval, and they will be completing the required trainings on a mobile device or computer in a location other than their unit, the manager must let the employee know, in advance, the amount of paid time they will receive to complete the required trainings. Manager will need to ensure that the amount of time communicated to complete required trainings is added to the employee's paycheck using the time type "Training". It is the responsibility of the employee to ensure that they are connected to a free Internet source to complete the required trainings as any charges incurred will be the responsibility of the employee.

IV. DESCRIPTION OF POLICY

Personal and unit compliance with the schedule outlined below will be considered in managers' annual performance evaluations. Guest Services' schedule of necessary and required trainings and certifications is as follows:

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Orientation Training:

Name of Training / Certification	Location of Training	Training Hours	Frequency Required	Training Participants	Actions Needed for Compliance	Key Training Contact
New Manager Orientation	Workday Learning	1.5 hours	Within 2 weeks of hire date	All new or rehired corporate and unit managers	Complete all modules within curriculum. Curriculum must appear on individual's completed transcript.	Training Department training@guestservices.com
New Team Member Orientation	Workday Learning	1.5 hours	Within 2 weeks of hire date	All new or rehired corporate and unit team members (including interns, part-time, and seasonal employees)	Complete all modules within curriculum. Curriculum must appear on individual's completed transcript.	Training Department training@guestservices.com

IT Training:

Name of Training / Certification	Location of Training	Training Hours	Frequency Required	Training Participants	Actions Needed for Compliance	Key Training Contact
PCI Compliance	Workday Learning	22 minutes	Within 2 weeks of hire date AND Annually	All Employees	Module must appear on individual's completed transcript.	Tammy Nguyen Tammy.nguyen@guestservices.com
Phishing	Workday Learning	10 minutes	Within 2 weeks of hire date AND Annually	All Employees	Module must appear on individual's completed transcript.	Tammy Nguyen Tammy.nguyen@guestservices.com

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Customer Service Training:

Name of Training / Certification	Location of Training	Training Hours	Frequency Required	Training Participants	Actions Needed for Compliance	Key Training Contact
Service Excellence OR Enlightened Hospitality	Workday Learning	20 minutes	Within 2 weeks of hire date AND Annually	All unit team members AND new unit managers	Module must appear on individual's completed transcript.	Training Department training@guestservices.com

Cash Procedures Training:

Name of Training / Certification	Location of Training	Training Hours	Frequency Required	Training Participants	Actions Needed for Compliance	Key Training Contact
Cashier Training	Workday Learning	50 minutes	Within 2 weeks of hire date AND Annually	All unit team members who handle cash	Complete all training modules AND pass the end of course test with an 80% or above. Curriculum must appear on individual's completed transcript.	Training Department training@guestservices.com
Cash Management	Workday Learning	1 hour 45 minutes	Within 2 weeks of hire date AND Annually	All managers who perform cash and revenue management functions at a unit AND managers who supervise an employee with these responsibilities	Complete all training modules AND pass the end of course test with an 80% or above. Curriculum must appear on individual's completed transcript.	Training Department training@guestservices.com

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Harassment Prevention Training:

Name of Training / Certification	Location of Training	Training Hours	Frequency Required	Training Participants	Actions Needed for Compliance	Key Training Contact
Workplace Harassment (Employee Version)	Workday Learning	55 minutes	Within 2 weeks of hire date AND Annually	All corporate and unit non-supervisory team members, EXCEPT those in California and New York	Module must appear on individual's completed transcript.	Training Department training@guestservices.com
Workplace Harassment (Manager Version)	Workday Learning	65 minutes	Within 2 weeks of hire date AND Annually	All corporate and unit supervisory managers, EXCEPT those in California and New York	Module must appear on individual's completed transcript.	Training Department training@guestservices.com
Workplace Harassment California (Employee Version)	Workday Learning	75 minutes	Within 2 weeks of hire date AND Annually	All non-supervisory team members in California	Module must appear on individual's completed transcript.	Training Department training@guestservices.com
Workplace Harassment California (Manager Version)	Workday Learning	2 hours	Within 2 weeks of hire date AND Annually	All supervisory managers in California	Module must appear on individual's completed transcript.	Training Department training@guestservices.com
Workplace Harassment New York (Employee Version)	Workday Learning	55 minutes	Within 2 weeks of hire date AND Annually	All non-supervisory team members in New York	Module must appear on individual's completed transcript.	Training Department training@guestservices.com
Workplace Harassment New York (Manager Version)	Workday Learning	65 minutes	Within 2 weeks of hire date AND Annually	All supervisory managers in New York	Module must appear on individual's completed transcript.	Training Department training@guestservices.com

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Purchasing and Inventory:

Name of Training / Certification	Location of Training	Training Hours	Frequency Required	Training Participants	Actions Needed for Compliance	Key Training Contact
Purchasing and Inventory	Workday Learning	1 hour 35 minutes	Within 2 weeks of hire date	All new or rehired managers who have purchasing and inventory responsibilities AND managers who supervise an employee with these responsibilities	Complete all modules within curriculum. Curriculum must appear on individual's completed transcript.	Training Department training@guestservices.com OR Purchasing Department Oscar.rodriquez@guestservices.com

Health, Safety, and Security Training:

Name of Training / Certification	Location of Training	Training Hours	Frequency Required	Training Participants	Actions Needed for Compliance	Key Training Contact
Bloodborne Pathogens OR Bloodborne Pathogens (Spanish)	Workday Learning	25 minutes	Within 2 weeks of hire date AND Annually	All unit managers AND team members who may have occupational exposure to blood (e.g. housekeepers, caregivers, maintenance)	Complete training and Pass Bloodborne Pathogens test with an 80% or above. Curriculum must appear on individual's completed transcript.	Training Department training@guestservices.com OR Director of Safety and Security bill.briggs@guestservices.com
OSHA HAZCOM	Workday Learning	25 minutes	When team member changes positions	All unit managers AND team members who move to a new position in which they will be handling hazardous substances	Module must appear on individual's completed transcript.	Training Department training@guestservices.com OR Director of Safety and Security bill.briggs@guestservices.com

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OSHA HAZCOM (SDS Sheet Training)	At Unit	varies	When a new chemical is introduced	All team members that will use or be exposed to the chemical	Review chemical's SDS sheet with team members. Team members must sign the SDS training sheet found on the Intranet. Record to be kept at the unit.	Director of Safety and Security bill.briggs@guestservices.com
Human Trafficking OR Prevenir el Tráfico Humano - Español	Workday Learning OR Florida Restaurant and Lodging Association Website	30 minutes	Within 30 days of hire date AND Annually	All managers and team members that work in a hotel / lodging unit FL Units – Must take the FL State approved training at https://frla.org/human-trafficking/	Module must appear on individual's completed transcript FL Units – keep a record at the unit and email a copy of the completion certificate to training@guestservices.com	Training Department training@guestservices.com

Food and Beverage Training:

Name of Training / Certification	Location of Training	Training Hours	Frequency Required	Training Participants	Actions Needed for Compliance	Key Training Contact
TIPS Certification (or MAST Class 12 permit / MAST Class 13 permit in Washington State)	Online – Request a TIPS Passport from Training and Development	4 Hours	Within 30 days of hire date AND Every three years (every two years in Washington D.C., every five years in Washington State)	All managers of locations that serve or sell alcohol AND all team members who serve or sell alcohol	Maintain a copy on file in unit AND Email a copy of each individual's certificate or permit to training@guestservices.com	Training Department training@guestservices.com

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Food Allergen Awareness Certification	Contact Marcia Carey	1 hour 30 minutes	Within 30 days of hire date AND Every three years	All managers of F&B locations that prepare or serve food	Maintain a copy on file in unit AND Email a copy of each individual's completion certificate to marcia.carey@guestservices.com CC: training@guestservices.com	Food Safety and Regulatory Compliance Manager marcia.carey@guestservices.com
Food Protection Manager Certification	Contact Marcia Carey	8 hours	Within 30 days of hire date AND Every three years or every five years (depending on jurisdiction)	All managers of F&B locations that prepare or serve food	Maintain a copy on file in unit AND Email a copy of each individual's completion certificate to marcia.carey@guestservices.com CC: training@guestservices.com	Food Safety and Regulatory Compliance Manager marcia.carey@guestservices.com
Food Handlers Certification	Contact Marcia Carey	2-4 hours	Within 30 days of hire date AND Annually or every three years (depending on jurisdiction)	All team members of F&B locations that prepare or serve food	Maintain a copy on file in unit AND Email a copy of each individual's completion certificate to marcia.carey@guestservices.com CC: training@guestservices.com	Food Safety and Regulatory Compliance Manager marcia.carey@guestservices.com
Hourly Employee Food Safety and Sanitation Training (facilitated by unit manager or designee)	At Unit	Varies	Monthly	All hourly team members of F&B locations that prepare or serve food	Maintain a copy on file in unit to be reviewed during a food safety audit	Food Safety and Regulatory Compliance Manager marcia.carey@guestservices.com

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This list of mandatory trainings and certifications should not be considered exhaustive - additional trainings and certifications may be required dependent upon geographic location, job description, and manager discretion. Guest Services' Policy 700 regarding required trainings and certifications is subject to change at any time based upon the current needs of the business.