

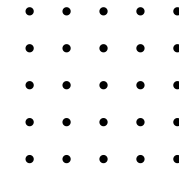
Welcoming All Guests

Disability Awareness and Service
Excellence

Presented By:
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Why This Training Matters



It's The Law:
ADA Title III
requires equal
access for all
guests.

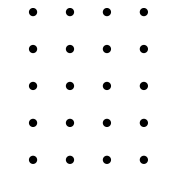


**It's Good For
Business:** Guests
with disabilities
represent a loyal
and growing
market.



It's Hospitality!
True service
excellence
welcomes
everyone.

Understanding Disabilities



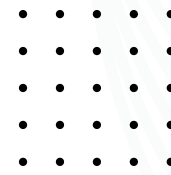
Not All Disabilities Are Visible - Avoid Assumptions

Examples of Visible Disabilities

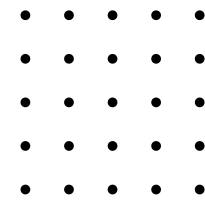
- Wheelchair
- Crutches, canes or walkers
- Prosthetic limbs
- Service animal
- Impaired movement
- Downs Syndrom
- Other

Invisible Disabilities

- Hearing impairment
- Vision impairment
- Autism
- PTSD
- Diabetes
- Seizure Disorder
- Other



Empathy Builds Trust



By prioritizing empathy, you create meaningful connections that build trust and reflect the true spirit of hospitality.

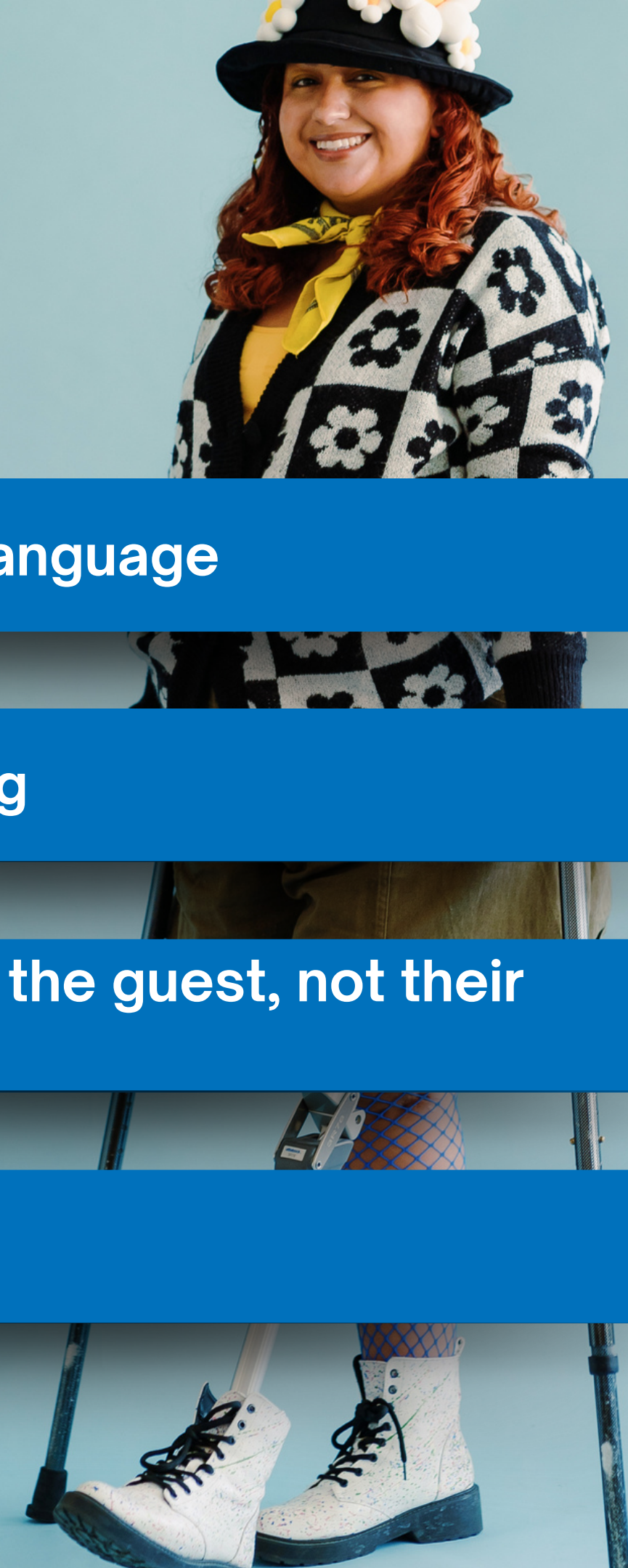
Empathetic communication is the foundation of exceptional guest service. When interacting with guests who have disabilities, it's important to approach each conversation with genuine respect and an open mind.

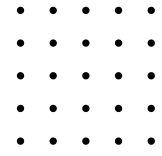
✓ Use person-first language

✓ Ask before helping

✓ Speak directly to the guest, not their companion

✓ Be patient





Contact Me For Full Presentation

Thank you for viewing the demo.

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