

Free Hospitality Career Training How-To Guide



Access Courses

1. Visit ahlei.org/free-training
2. Click the link to access the Learn learning management system:

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 login will work not work, you must set up a new account. Please follow these instructions for setting up your online learning account:

1. Login or create an account at learn.ahlei.org if you don't already have one. *Tip: The link will open in a new tab, do not close this page because you will need the Course Link and enrollment code/key later to self-enroll.*
 - For new accounts, read the instructions and click "Create new account" on bottom right.
 - 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

3. If you already have a learn.ahlei.org account, login with your username and password and move on to Step 7:

The logo for the American Hotel & Lodging Educational Institute (AHLEI). It features the acronym "AHLEI" in large blue letters, with "AMERICAN HOTEL & LODGING" in smaller blue text below it, and "EDUCATIONAL INSTITUTE" in red text at the bottom. To the right of the text is a stylized graphic of a building with a red roof and blue walls.

Online Learning

[Home](#) ► [Login to the site](#)

Returning to this web site?

Login here using your username and password
(Cookies must be enabled in your browser) ?

Username

Password

☒ Remember username

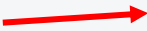
[Forgotten your username or password?](#)

4. If you do not already have a login, click on “Create new account” on bottom right of page:

System Requirements for AHLEI Online Learning:

This site requires that cookies and javascript are enabled.
The following browsers are supported:
Firefox Version: 25+
Chrome: 30+
Internet Explorer 9+

If you experiencing any problems with AHLEI Online Learning, please contact us by
Email at: helpdesk@ahlei.org

 [Create new account](#)

5. 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”:

[Home](#) ► [Login](#) ► [New account](#)

▼ [Choose your username and password](#)

Username*

Password* The password must have at least 6 characters ☐ Unmask

▼ [More details](#)

Email address*

Email (again)*

First name*

Last name*

City/town*

Country*

► [Other fields](#)

▼ [Brand](#)

Hotel Brand/Management Company

▼ [Mailing address:](#)

School/Property Name*

Shipping Address 1*


Shipping Address 2

Shipping City*

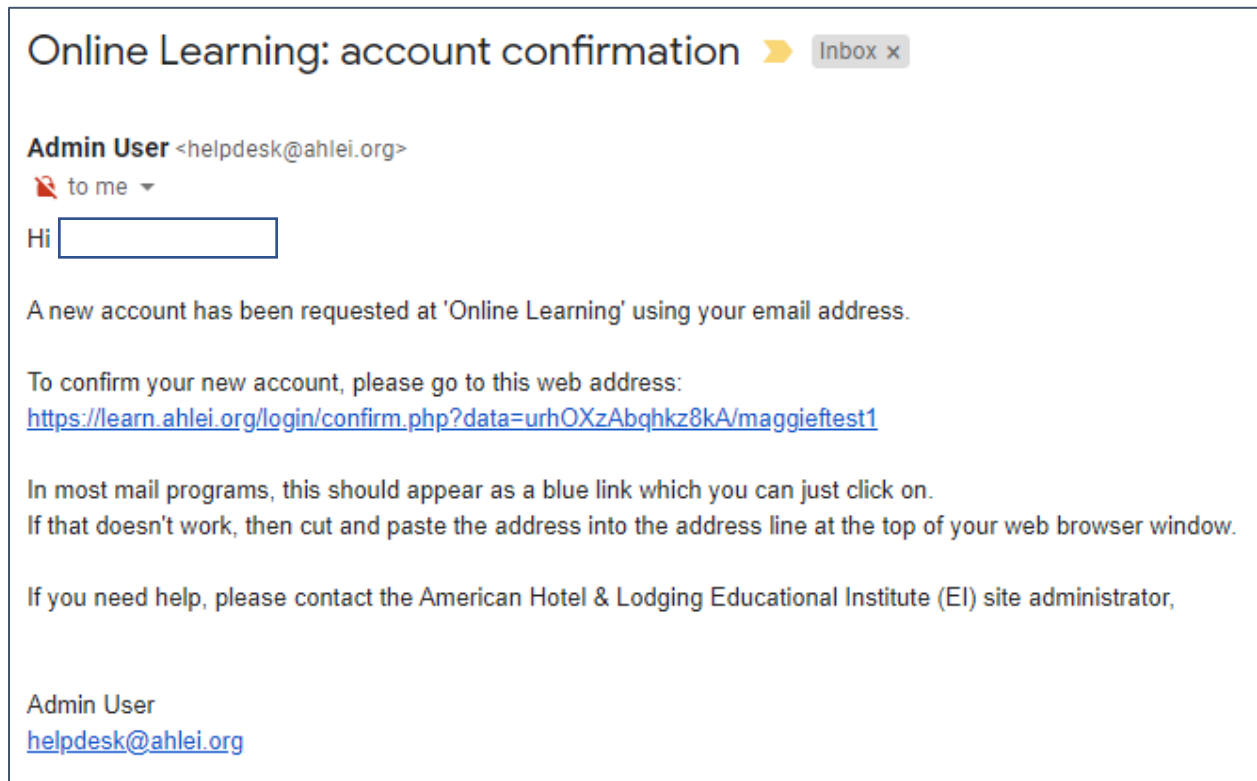
Shipping State*

Shipping Zipcode*

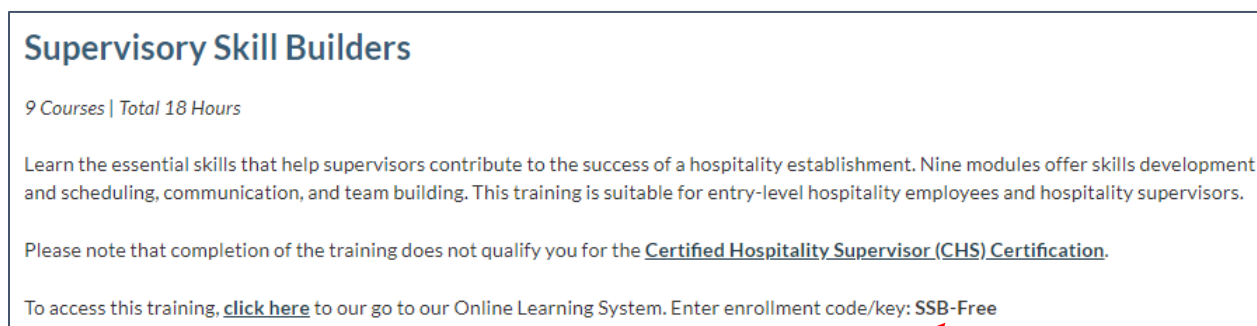
Shipping Country*

 [Create my new account](#) [Cancel](#)

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



7. 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:



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

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Supervisory Skill Builders

[My home](#) ► [SSBs Package](#) ► [Enroll me in this course](#) ► Enrollment options

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Enrollment options
[Supervisory Skill Builders](#)
Self enrollment (Student)
Enrollment key ☐ Unmask
Enroll me
Key Code Enrollment (Student)
Key Code
Enroll Me

9. Start your training course:

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Supervisory Skill Builders

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Your progress
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**

Record of Training

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

Supervisory Skill Builders

Your progress ⓘ

Supervisory Skill Builders

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

- Not available until you achieve a required score in SSB01: You as a Supervisor.
- Not available until you achieve a required score in SSB02: Leadership.
- Not available until you achieve a required score in SSB03: Time Management.
- Not available until you achieve a required score in SSB04: Effective Communication.
- Not available until you achieve a required score in SSB05: Handling Problems and Conflicts.
- Not available until you achieve a required score in SSB06: Conducting Orientation and Training.
- Not available until you achieve a required score in SSB07: Motivation and Team Building.
- Not available until you achieve a required score in SSB08: Staffing and Scheduling.
- Not available until 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

Your progress ⓘ

Training

Note:

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

<input type="checkbox"/>	01 - Introduction
<input type="checkbox"/>	02 - Building Culture
<input type="checkbox"/>	03 - Emotional Intelligence
<input type="checkbox"/>	04 - Developing Yourself and Others
<input type="checkbox"/>	05 - Communicating on a Personal Level
<input type="checkbox"/>	06 - Communicating on an Organizational Level
<input type="checkbox"/>	07 - Planning a Meeting
<input type="checkbox"/>	08 - Managing Your Time
<input type="checkbox"/>	09 - Facilitating the Planning Process

Certificate of Completion

	Certificate of Completion
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- Not available until you achieve a required score in 02 - Building Culture.
- Not available until you achieve a required score in 03 - Emotional Intelligence.
- Not available until you achieve a required score in 04 - Developing Yourself and Others.
- Not available until you achieve a required score in 05 - Communicating on a Personal Level.
- Not available until you achieve a required score in 06 - Communicating on an Organizational Level.
- Not available until you achieve a required score in 07 - Planning a Meeting.
- Not available until you achieve a required score in 08 - Managing Your Time.
- Not available until you achieve a required score in 09 - Facilitating the Planning Process.

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



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Certified Hotel Administrator

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CHA Online Review

Welcome to the Certified Hotel Administrator Online Review.

Overview

- 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.
- All module quizzes must be passed in order to complete the course.

CHA Review - Financial Management

- ▀ [CHA Review - Financial Management](#)
- ▀ [Financial Management Practice Quiz](#)

CHA Review - Food and Beverage Management

- ▀ [CHA Review - Food and Beverage Management](#)
- ▀ [Food and Beverage Management Practice Quiz](#)

CHA Review - Human Resources