



# SafeStaff® Supervisory Skills Training Program

# TRAIN FOR SUCCESS!

**CALL  
866-372-7233  
To Register**

**FRLA MEMBER \$50 each/\$150 all 4 NON-MEMBER \$95 each/285 all 4**

### Module I

Customer Service  
Sexual Harassment  
Functions of Mngmt  
Time Management  
Delegation  
Monitoring Stress  
Managing Interruptions & Procrastination

### Module II

Recruitment,  
Selection & Hiring  
Orientation  
Training Methods  
Scheduling & Forecasting  
Retention

### Module III

Communication  
Coping with Change  
Negotiation  
Managing Difficult People  
Problem Solving

### Module III

Leadership Styles  
Coaching & Feedback  
Discipline & Termination  
Motivational Strategies  
Team Development

The **SafeStaff® Supervisory Skills Self Study Series** for the hospitality industry helps participants become effective managers by developing or upgrading their supervisory skills. This series is designed to meet the leadership needs of the *hospitality industry*. Completion of the 4-part series qualifies participants to sit for the AHLA-EI Supervisory Skill Builder **Certified Hospitality Supervisor (CHS)** certification exam.

**Module I** – Introduction to Managing and Supervising **Module II** – Hiring, Orientation, and Training  
**Module III** – Communication Skills & Conflict Resolution **Module IV** – Improving Employee Performance Through Leadership, Motivation and Team Building

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

BUSINESS INFORMATION (Training Materials Can Not Be Shipped to PO Boxes)

Business Name: \_\_\_\_\_

Is Your Business an FRLA Member? Yes No Please contact me about FRLA membership

Business Street Address: \_\_\_\_\_

Zip Code: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Work Telephone: ( \_\_\_\_\_ ) \_\_\_\_\_ Work Fax: ( \_\_\_\_\_ ) \_\_\_\_\_

E-MAIL: \_\_\_\_\_

Check Module: \_\_\_#1 \_\_\_#2 \_\_\_#3 \_\_\_#4

Individual Books: Qty \_\_\_ x \$ 95 non-member (\$ 50 FRLA Member) = \_\_\_\_\_

Set of all 4 books: Qty \_\_\_ x \$285 non-member (\$150 FRLA Member) = \_\_\_\_\_

DVDs price per DVD: Qty \_\_\_ x \$300 non-member (\$175 FRLA Member) = \_\_\_\_\_

Leaders Guide w/ PowerPoint: Qty \_\_\_ x \$650 non-member (\$430 FRLA Member) = \_\_\_\_\_

METHOD OF PAYMENT : Visa MC Discover AMEX Money Order Check

Account #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Name: \_\_\_\_\_  
(as it appears on card)

SIGNATURE: \_\_\_\_\_

Solicited by FRLA Staff: \_\_\_\_\_

SUBTOTAL \$ \_\_\_\_\_

SALES TAX \$ \_\_\_\_\_

SHIPPING \$ \_\_\_\_\_

# Items: 1-5 \$12, 6-10 \$17, 11-20 \$23, 21+ 5% of sale

TOTAL CHARGE \$ \_\_\_\_\_

Mail completed form with check or money order payable to FRLA to: P.O Box 1779, Tallahassee, FL 32302 or Fax to: 850.224.2871