

HARRASSMENT IN HOSPITALITY

Implementation Package by Pencom International

The *Harassment in Hospitality* DVD program is an important piece of a complete harassment training program that will protect your employees from workplace harassment, which, in turn, protects your business. This document includes recommendations on how to implement the training as well as sample policies and forms.

Getting started. Show the *Harassment in Hospitality* DVD in a classroom session, then incorporate the program into future new-employee orientations. Just instituting the training will provide considerable benefits should you ever face a harassment case.

Securing documentation. Make sure all members of staff and management watch the video, documenting the date and time it was viewed. You should also ask everyone to sign a form indicating that they viewed the video and understand its content. A sample is included in this implementation package.

Implementing the program. Involve everyone in the process. If you have a unionized workplace, consult your labor attorney to ensure that you're not creating an organized labor committee, subject to governance by the NLRB. In any case, rather than form a standing committee, seek volunteers who can contribute to the development or evaluation of your harassment policy.

Developing policy. Later in this package you'll find a harassment policy form you can use as a starting point when developing your own policy or revising an existing one. To avoid trouble, have an attorney review your work.

As is emphasized in the *Harassment in Hospitality* DVD, harassment/discrimination can happen in many different ways. We recognize that every case is different and presents a new set of challenges for managers and that no training can ever hope to cover every situation. BUT, as long as you can learn to spot the issues that expose your company to liability, you will already be ahead of the curve. These situations can baffle even the most experienced manager or human resources expert, so it's not unusual to feel over your head or uncertain. Just know when and where to go to get help, whether it's from someone within your company you can brainstorm with or a legal expert. Good luck!