

**REQUIRED TRAINING:**

This document provides an overview of the required courses (via Ballot Initiative or Board Mandate) for Best Western properties in North America. Please see the Rules and Regulations for all specifics regarding Required Training. Additional information on the courses themselves is available on BWI University ([www.bwiuniversity.com](http://www.bwiuniversity.com)). All training (including associated exams and/or surveys) must be successfully completed by the required person/department and within the timeframe indicated.

Required Person/ Department	Timeframe	Program Title (Type: Course Code)	Required Elements
<b>All Property Management, Housekeeping &amp; Maintenance Staff</b>	Within 90 days of effective hire date	<b>Bed Bug Training</b> (Curriculum: BBT0218- EN or BBT0218-SP)	<b>Courses:</b> Teaming Up Against Bed Bugs - available in English and Spanish
<b>Housekeeping Manager</b> or designated person responsible	Within 90 days of effective hire date	<b>Healthy Hotel Housekeeper Certification</b> (Course: HHH-OLC)	<b>Course:</b> Housekeeping Certification Training (HHH-OLC) <b>Note:</b> Upon completion of the online course, you will gain access to the HHH Exam. You must pass the exam to receive your Certification.
<b>At least 1 of the following:</b> Housekeeping and Maintenance Supervisor, Hotel Manager, General Manager or Owner	Within 90 days of effective hire date	<b>I Care 1 Online Training</b>	<b>Courses:</b> I Care 1 (ICare1)
<b>At least 1 of the following:</b> Housekeeping and Maintenance Supervisor, Hotel Manager, General Manager or Owner	Within 90 days of effective hire date	<b>I Care 2 Online Training</b>	<b>Courses:</b> I Care 2 (ICare2)

**In the event of turnover, another staff person must complete required training within 90 days. ALL courses listed here and their accompanying exams and surveys must show complete on BWI University in order to satisfy the requirements or provide documentation for certification. It is recommended to print Certificates of Completion for future reference.**

**REQUIRED FRONT DESK TRAINING:** For detailed program information, please contact Travis Smith at 480.390.7544

Required Person/ Department	Timeframe	Program Title (Type: Course Code)	Required Elements
<b>All Front Desk Staff</b>	Within 90 days of effective hire date	<b>Front Desk Staff Training</b> (Curriculum: FDST-2017v2)	Courses: I Care 1 (ICare1), I Care 2 (ICare2), Best Western Rewards (LAB-BWR), Front Desk Revenue Management (FDRevMgmt)
<b>Front Office Manager</b> or designated person responsible	Within 90 days of effective hire date	<b>Certified Front Office Manager Online Review</b>  <b>NOTE:</b> Before beginning training, please reference the lookup tool (FOM-LT) to confirm whether your hotel is designated as Full Service or Limited Service.	Certified Front Desk Manager for full service hotels review - go to <a href="http://www.ahlei.org/bestwestern">www.ahlei.org/bestwestern</a>
			Certified Front Desk Manager for limited service hotels review - go to <a href="http://www.ahlei.org/bestwestern">www.ahlei.org/bestwestern</a>
<b>Front Office Manager</b> or designated person responsible	Within 12 months of effective hire date	<b>Certified Front Desk Manager</b>	<b>Info Sheet:</b> Certified Front Desk Manager FAQ (CFDM-FAQ)  The Certified Front Desk Manager designation is available through the American Hotel & Lodging Educational Institute (AHLEI). Register to take the online review as need above and exam at the AHLEI website: <a href="http://www.ahlei.org/bestwestern">www.ahlei.org/bestwestern</a>

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**REQUIRED SALES TRAINING:** For detailed program information, please contact Robin Lameyer at 623.780.6536

Required Person/ Department	Timeframe	Program Title (Type: Course Code)	Required Elements
<b>Dedicated Sales Manager</b>	<b>Independent Hotels:</b> 30 Days prior to BW activation  <b>Hotels active under previous brand:</b> 60 days post-activation	<b>Sales &amp; Revenue Optimization Training</b> (SROT-PHX)	<b>Course:</b> Registration for Instructor-led 4 day class held in Phoenix is available on BWIU under the Regional Training link in the Catalog. <b>Info Sheet:</b> Sales and Revenue Optimization Event Details (SROT-Eventdoc)
<b>Hotel Sales Champion</b>	Within 90 days of effective hire date	<b>Sales Champion Training Phase I</b> (Curriculum: SC-Phase1)	<b>Courses:</b> Sales Champion Phase One - Part 1 (SC1), Sales Champion Phase One - Part 2 (SC2), Sales Champion Phase One - Part 3 (SC3) <b>Exam:</b> Sales Champion Training Phase One (SC-Test)
<b>Hotel Sales Champion</b>	Within 1 year of effective hire date	<b>Sales Champion Training - Phase II: Sales 2.0</b>	<b>Instructor Led Option:</b> Sales Champion 2.0 Regional (SC2REG). Register on BWIU to attend a 1 day course
			<b>Online Option:</b> Please note there are 3 tracks. The Hotel Sales Champion will select the track that pertains to their primary role at the hotel:  <b>GM Track:</b> Sales Champion 2.0 GM Curriculum (SC2GM) <b>Sales Track:</b> Sales Champion 2.0 Front Desk Curriculum (SC2SALES) <b>Front Desk Track:</b> Sales Champion 2.0 Sales Curriculum (SC2FD)

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**REQUIRED REVENUE MANAGEMENT TRAINING:** For detailed program information, please contact Wendy Wicks at 623.780.6547

Required Person/ Department	Timeframe	Program Title (Type: Course Code)	Required Elements
Revenue Manager or designated person responsible	Within 60 days of effective hire date	BestREV Certification	<b>Instructor Led Option:</b> BestREV It Up! Certification 1 Day (BestREVItUp)  <b>Course:</b> Registration for Instructor-led 1 day class is available on BWIU under the Regional Training link in the Catalog.
			<b>Online Option:</b> BestREV Online Certification (BestREV-BROC)  <b>Courses:</b> Certification Introduction (BROC1), Forecast Modules 1-4 (BROC2, BROC3, BROC4, BROC5), Price Optimizer Modules 1-5 (BROC6, BROC7, BROC8, BROC9, BROC9.5, BROC10), BROC JDA Testing Graph (JDApdf2) <b>Exam:</b> EXAM BestREV Certification Online (BestRevCert-2)

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**REQUIRED GENERAL MANAGER & VOTING MEMBER TRAINING:** For detailed program information, please contact Travis Smith at 480.390.7544

Required Person/ Department	Timeframe	Program Title (Type: Course Code)	Required Elements
<b>General Manager</b>	Within 90 days of effective hire date	<b>GM Professional Development Program</b>	<p><b>Course:</b> General Manager Assessment (GMAssessment-2017) (a score of less than 80% will require leadership attendance), General Manager 101 (GM101-2017), Revenue Management (RM101), Hotel Metrics (RMAN220), General Manager: Registration (GM-Reg1) Registration for 5 day class (held in Phoenix, AZ) is available on BWIU under the General Manager Training link on the Home Page. Assessment and pre-requisite course must be completed before class registration can be completed.</p> <p><b>Info Sheet:</b> General Manager - Information (GMInfo)</p>
<b>General Manager</b>	Within 6 months of effective hire date, <b>based on a GM assessment score of less than 80%.</b>	<b>Leadership Strategies</b>	<p><b>Course:</b> Leadership Strategies: Registration (Lead-Reg1) Registration for 5 day class (held in Phoenix, AZ and regionally) is available on BWIU under the General Manager Training link on the Home Page.</p> <p><b>Info Sheet:</b> Leadership Strategies - Information (Lead-Info)</p>
<b>Voting Member</b>	Within 90 days of effective hire date	<b>Voting Member Orientation</b>	<p><b>Course:</b> Voting Member and Manager Orientation (VM) Registration for 3 day class (held in Phoenix, AZ) is available on BWIU under the General Manager Training link on the Home Page.</p> <p><b>Info Sheet:</b> Voting Member &amp; Manager Orientation - Information (VMMO-Info)</p>

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