

# Welcome to Wyndham University.



## What You'll Discover

Here you'll discover your personalized learning journey—specific to your development needs. Explore fresh content through interactive learning webinars, courses, videos and job aides. Connect with others at live speaking events and classes. Seek out mentorship, networking opportunities and industry certifications.

- Gain visibility to training recommended across various roles and leadership levels
- Select your role-based learning journey, customized for key positions
- Access specialized topics to support your development goals and further grow within your role
- Stay in know with Trending @ Wyndham: full of big news, upcoming events and new initiatives

At Wyndham Hotels & Resorts, we're committed to **helping people realize the possibilities that exist over every horizon.** This commitment extends to you.

We want you to discover what's possible for the next stage in your career. We want you to have every opportunity for professional and personal development. And, we want you to have the resources and support you need to continue to deliver great experiences.



Whether you greet guests from the front-lines of a hotel or sit in one of our corporate offices across the world, within Wyndham University you will find quick resources to help you master everyday tasks, and personalized development opportunities to help you at every stage of your career.

#### **LEADERSHIP EFFECTIVENESS**

- Supervisory Skill Builders
- 7 Habits for Managers®
- Crucial Conversations®
- Influencer Training™

#### **SAFETY AND SECURITY**

- Hotel Security Training Program
- Workplace Safety Training Program
- Housekeeping Safety & Security
- No Reservation: Suspicious Behavior in Hotels
- Human Trafficking Awareness / Prevention

#### **OFFICE PRODUCTIVITY**

- Microsoft Office
- Time Management – Achieving Your Goals in Today’s Hectic World
- Work Hacks: 6 Hacks to Controlling Your Inbox
- 101 Ways To Make Every Second Count

#### **SALES / REVENUE GENERATION**

- Overview of the Sales Process
- Sales Essentials
- Revenue Management Concepts
- Serving and Selling at the Front Desk
- Sales at the Front desk

#### **GUEST EXPERIENCE AND SERVICE**

- Count on Me Service Culture
- TripAdvisor® Reputation Management for Front-Line Staff

#### **HOTEL SYSTEMS AND TECHNOLOGY**

- SynXis Central Reservations System
- Opera/SynXis Property Management Systems
- LEO Performance Support Tool

## GENERAL MANAGER CERTIFICATION

- Destination: Ready
- Hospitality Management Program

## COMMUNICATION

- Emergenetics: Meeting of the Minds
- Developing an Interpersonal Communication Strategy
- Identify Your Communication Styles

## HOTEL QUALITY

- Front Desk Training Program
- Housekeeping Training Program
- Breakfast Service Training Program
- 10-Minute Trainer: Housekeeping
- Preventive Guestroom Maintenance

## INDUSTRY CERTIFICATIONS

- Controlling Alcohol Risks Effectively (CARE®)
- Certified Hotel Administrator (CHA®)
- Certified Hospitality Department Trainer (CHDT®)
- Certification in Hotel Industry Analytics - STR

## GUEST LOYALTY

- Wyndham Rewards Overview
- Owner /General Manager Training
- Front Desk Staff Training

## WYNDHAM TOOLS & RESOURCES

- Tour of MyPortal
- Wyndham Rewards eDesk

## Start your learning journey today!

- [Corporate and Managed Hotels Team Members](#)
- [Franchised Hotels Team Members](#)

**WYNDHAM**  
UNIVERSITY

