



## Hospitality and Customer Service

### Staff Training Materials

These training materials can be used to present brief sessions on disability etiquette and serving customers with disabilities. Some materials may be suitable for all employees, and some may be more suitable for those who have specific roles or responsibilities.

This brief PowerPoint presentation on interacting with people with disabilities is designed for customer service staff and can be used independently or with a group: [Serving Customers with Disabilities](#)

### Training Handouts and Supplementary Material

[At Your Service](#) is a 20-minute film on serving customers with disabilities, available in English and Spanish.

- [Quick Tips: Customer Service for Front Line Staff](#)
  - [Consejos Rápidos: Servicio al Cliente](#)
- [Hospitality and Disability: Tips for the Hotel Front Desk](#)
- [ADA 2010 Revised Requirements: Service Animals](#)
- [Frequently Asked Questions about Service Animals and the ADA](#)
- [Fact Sheet: Food Service: Accommodating Diners with Disabilities](#)
  - [Hoja de Datos: Servicios De Comida: Cómo Ajustarlos a Comensales Con Discapacidades](#)
- [Fact Sheet: Accessible Lodging](#)
  - [Hoja de Datos: Alojamiento Accesible](#)
- [Quick Tips: Tax Incentives](#)
  - [Consejos Rápidos: Incentivos Fiscales](#)

### Planning Accessible Meetings and Events

Check out our tip sheet on [Hosting Accessible Virtual Meetings, Events, and Conferences](#), and visit our comprehensive [Accessible Meetings, Events, and Conferences Guide](#) for more great information on planning and conducting meetings, virtual or in-person.