



MOD Training - Foundations of Exceptional Leadership



Can you share an example of a time you felt someone showed true leadership?

INSERT TEXT LINK FROM PETE FOR GROUP ANSWERS

What leadership qualities are most important to you? How do you like to be led?

Welcome & MOD Program Introduction



Welcome to TPI Hospitality's MOD Training Program

This training session will provide you with the leadership foundations and critical responsibilities of being a successful Manager on Duty (MOD).



Become a Beacon of Exceptional Leadership

As an MOD, you will set the tone and standards for your entire team, directly impacting the success of your hotel or restaurant.



Empower Yourself to Exceed Guest Expectations

Through this training, you will learn how to leverage TPI's core values, vision, and purpose to create win-win outcomes for guests, coworkers, and the community.

What is an MOD?

Experienced and Trusted Associate

The MOD should be an experienced, seasoned associate who is familiar with all hotel operations and can handle guest issues professionally.

Familiar with Emergency Procedures

The MOD must be well-versed in all emergency protocols and know how to respond calmly and decisively in crisis situations.

Strong Leadership and Decision-Making Skills

The MOD is expected to display strong leadership qualities, make sound decisions, and provide supervisory assistance to the team.

Ability to Handle Guest Issues Calmly

The MOD must be able to address all guest questions, problems, or concerns in a professional and thoughtful manner.

Commitment to TPI's Vision

The MOD must be committed to upholding TPI's vision of serving others to create win-win outcomes



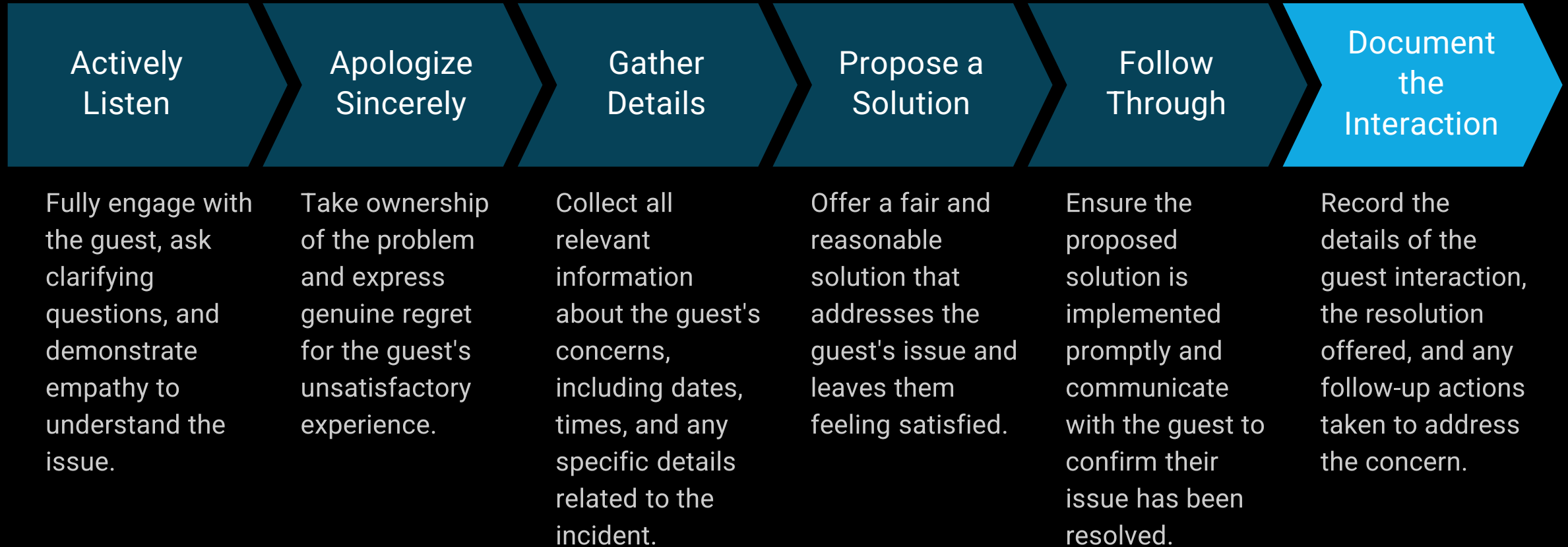
Setting the Tone: How Leaders Shape Culture

- Effective leaders shape organizational culture by modeling humility, empathy, accountability, respect, and trust. Their example fosters a team mindset of ownership, problem-solving, and continuous improvement.

Daily MOD Checklist

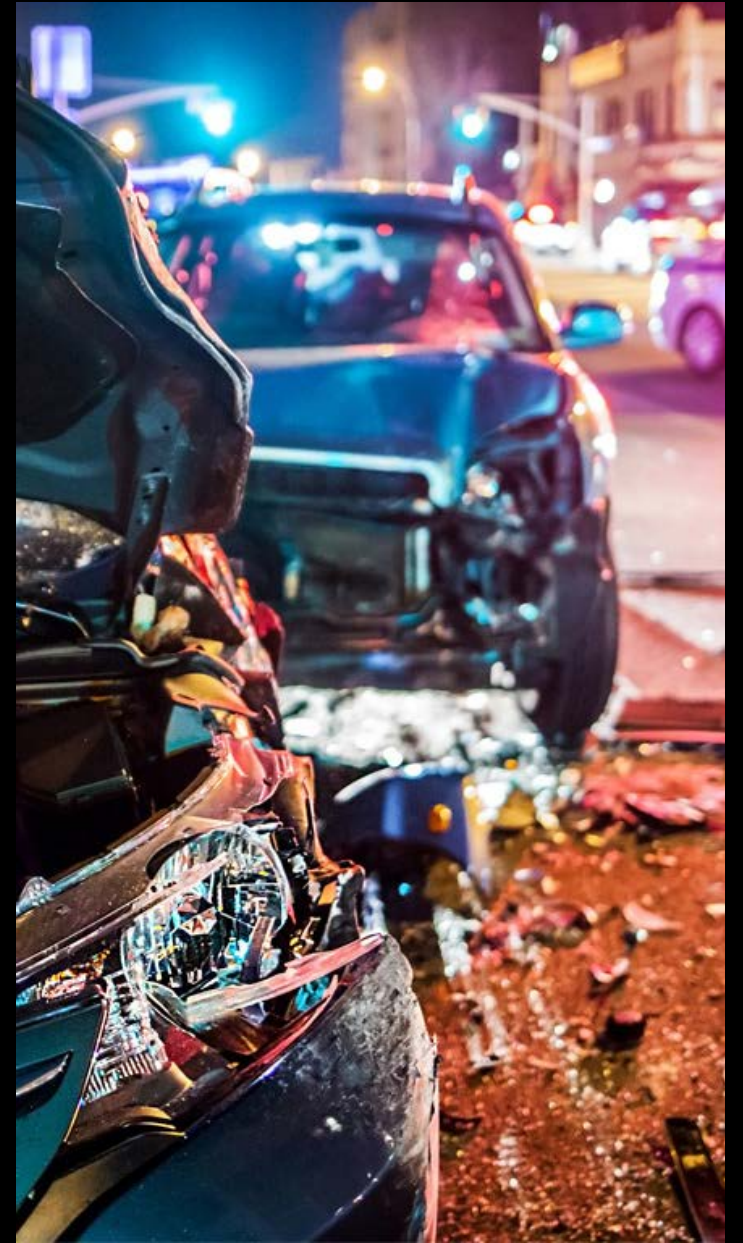
Task	Frequency	Estimated Time
Check property security and ensure all entry points are locked	Hourly	5 minutes
Greet guests and ensure they are assisted promptly	Continuous	Ongoing
Conduct walkthrough of the property to identify any issues	Every 2 hours	15 minutes
Monitor all cash handling procedures and ensure accuracy	Hourly	10 minutes
Supervise and assist with any guest events or functions	As needed	Varies
Ensure all shift opening and closing procedures are followed	Start and end of shift	30 minutes

Guest Service & Recovery Steps



Emergency Response: Be Calm, Be Decisive

As an MOD, your ability to remain calm and decisive during emergency situations is crucial. It is your responsibility to lead your team and guests to safety, while also taking the necessary steps to mitigate the crisis. By maintaining a composed and authoritative presence, you can ensure that the emergency response is executed efficiently, minimizing the potential for panic or further escalation.



MOD Reporting & Communication Protocols

- **Reporting Structure**

The MOD is responsible for making entries in the communication logbook to pass on information that may affect any other shift.

- **Emergency Contacts**

The MOD must have the correct contact information for the General Manager, Operations Vice President, and TPI Hospitality for any emergency situations.

- **Communication Channels**

The MOD must always be available via 2-way radio, property telephone, or cell telephone to ensure prompt response and communication.

- **Shift Monitoring**

The MOD is responsible for monitoring shift clean-up, opening, and closing procedures to ensure effectiveness and thoroughness.

- **Incident Reporting**

The MOD must report any guest incidents or property losses to the General Manager and the TPI Corporate Administrations Office within 24 hours using the appropriate reporting forms.

- **Police Involvement**

In the case of a guest loss, the MOD should offer to contact the local police for the purpose of filing a police report. For missing property assets, the General Manager or Operations Vice President will decide on further police follow-up.

- **General Manager Responsibility**

The General Manager is responsible for follow-up with the guest until relieved by the insurance carrier, the TPI Corporate Administrations Office, or the Operations Vice President.

Activity: What Would You Do?



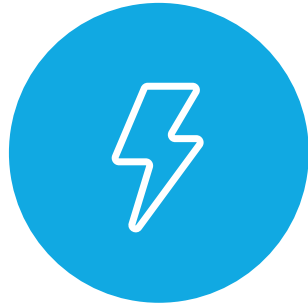
Guest Complaint: Rude Behavior

Power Outage in the Lobby

Suspected Food Poisoning Incident

Disruptive Guest Refusing to Leave

Guest Complaints: ACT NOW, BE SINCERE, NO EXCUSES



Act Immediately

Resolve guest issues on the spot to prevent further complaints



Express Empathy

Convey genuine concern and assure the guest the problem will be resolved



Avoid Excuses

Focus on solutions instead of reasons for the issue

By acting quickly, showing sincerity, and taking responsibility, MODs can turn a negative guest experience into a positive one, aligning with TPI's vision statement.

Emergency Procedures

- **Fire or Explosion**

Emphasize the importance of educating all associates on fire emergency procedures. Provide detailed steps to take if you witness an actual fire, including pulling the nearest fire alarm, calling 911, attempting to extinguish the fire if possible, evacuating the area, and assisting any physically challenged guests.

- **Bomb Threat**

Cover the appropriate response protocols for bomb threats, which can be received in writing, over the phone, or in person. Provide detailed instructions for operators on how to respond to a telephone bomb threat, including gathering critical information about the threat. Outline the responsibilities of the General Manager, including notifying authorities, starting a chronological record, deciding on evacuation, and completing the Telephone Bomb Threat Checklist.

- **Shooting/Active Shooter**

Emphasize the importance of being prepared for an active shooter scenario, which has become an increasing threat in business and educational environments. Outline the three recommended responses - run, hide, or fight - and provide detailed guidance on each. Advise on creating an Emergency Action Plan and conducting training to prepare associates.

- **Chemical, Biological, Radiological and Nuclear Emergencies**

Outline the appropriate response protocols for chemical, biological, radiological, and nuclear emergencies, which are extremely rare but can have severe consequences. Advise that if you or others experience sudden, unusual physical ailments, you should notify local law enforcement immediately, as these could be signs of exposure. Provide steps to take, including notifying guests and associates, evacuating the area, and following orders from police and fire department.

Food Safety & Guest Illness Response

Address Food Safety Concerns

If a guest reports a case of food poisoning, be sincere and sympathetic, but do not accept responsibility. The source of the illness can be difficult to determine, so collect the required information on the Guest Foodborne Illness Incident Report.

Respond to Guest Illness Incidents

If a guest becomes ill, the Manager on Duty (MOD) should be informed. The MOD should communicate with the guest, determine if any specific needs are required, and monitor the situation. The MOD should also be prepared to call paramedics if the guest requires additional medical assistance.

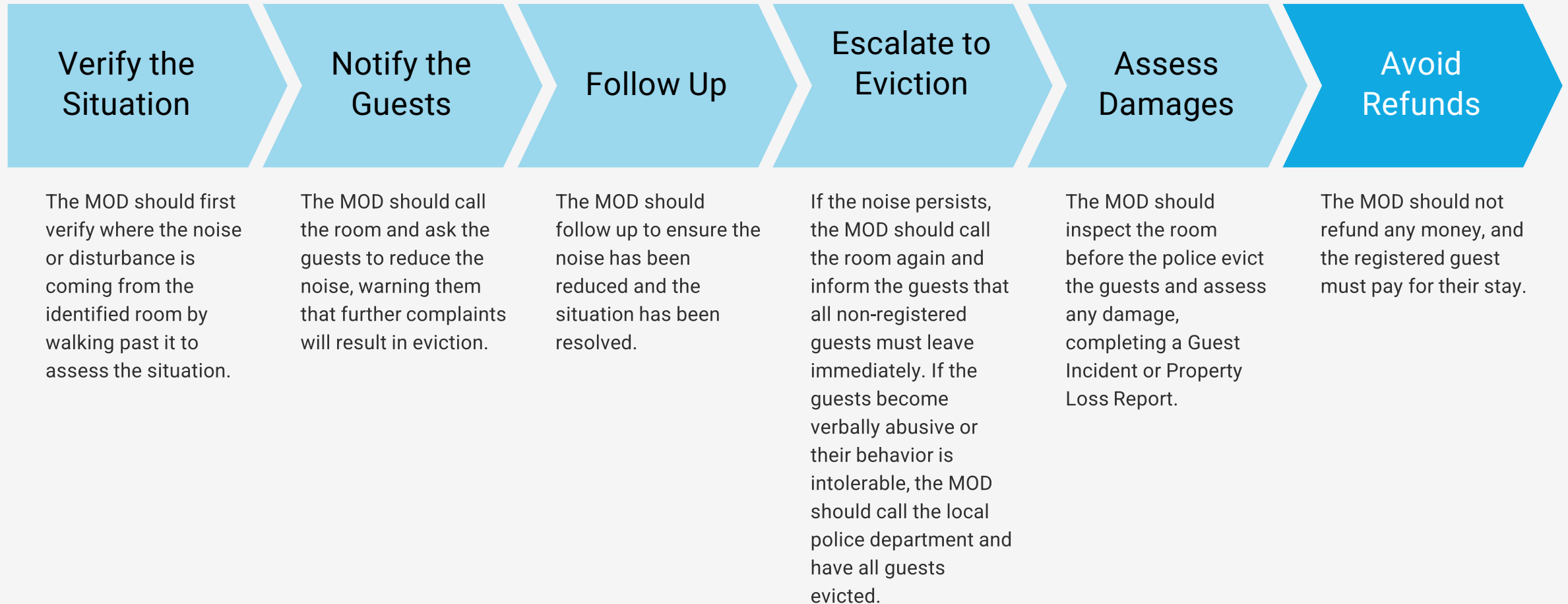
Document the Incident

After the guest's needs have been addressed, the MOD should complete a Guest Incident or Property Loss Report and submit it to the TPI Corporate Administrations Office.

Communicate Effectively

The MOD should communicate the situation to the next shift so the guest's illness can be monitored, and the front desk should be informed if the symptoms worsen or if medical attention is required.

Evictions, Safety and Handling Difficult Guests





Harassment & Respect Culture

As an MOD, you are key to fostering a respectful, harassment-free environment at TPI Hospitality. Your role sets the tone for the hotel's culture, ensuring all guests and employees feel safe, respected, and empowered to perform at their best.

Social Media Policy Summary

Protect Privacy

Avoid sharing personal information about yourself, coworkers, guests, or TPI.

Separate Personal Views

Clearly distinguish your personal views from the views and positions of TPI.

Avoid Discrimination

Do not engage in any discriminatory or inappropriate behavior towards others based on protected characteristics.

Disclose TPI Affiliation

If posting positive reviews about TPI hotels or restaurants, you must identify yourself as a TPI associate.

Prohibited Disclosures

Do not share non-public financial, operational, or confidential information about TPI.

Life/Health/Safety: Key Points

- **Bodily Fluid Spillage**

Detailed procedures for handling and cleaning up any bodily fluid spills, including universal precautions, engineering controls, work practices, and personal protective equipment.

- **Serious Accident**

Immediate steps to take, including calling 911, providing first aid if qualified, and clearing the area. Completing incident reports and submitting them to the corporate office within 24 hours.

- **Criminal Offenses/Threats of Violence**

Procedures for calling local law enforcement for suspicious or illegal activity, as well as any threats of violence. Importance of documenting all relevant information and reporting incidents to the General Manager.

- **Fire or Explosion**

Step-by-step actions to take, including pulling fire alarms, attempting to extinguish small fires, evacuating the area, and assisting guests, especially those who are physically challenged. Specific responsibilities of the MOD, including investigating the source of the alarm and coordinating the evacuation.

- **Heart Attack**

Immediately calling 911 for anyone exhibiting signs of a heart attack or serious medical distress. Provide assistance if trained in first aid and keeping the area clear for emergency responders. Procedures for handling inquiries from the guest's family or the media.

- **Terrorist Attack**

Importance of being vigilant and reporting any suspicious activities or items to local law enforcement. Providing as much detailed information as possible when reporting suspicious behavior.

Why Your Growth Depends on This Role

As an MOD at TPI Hospitality, you have a unique chance to shape culture and guest experience while building leadership skills like empathy, accountability, and decision-making that support both career and personal growth.





“Whatever it takes, you have the power.”

Next Steps: Certification Process Overview

- **Complete MOD Training Program**

Participate in and successfully complete the comprehensive MOD training program,

Demonstrate Core Competencies

Showcase your mastery of the key MOD responsibilities, emergency procedures, and guest service recovery techniques.

- **Certification Assessment**

Pass an assessment that evaluates your knowledge, decision-making abilities, and leadership skills as an MOD.

- **Obtain Certification**

Upon successful completion of the assessment, receive your official MOD certification, allowing you to take on the role and responsibilities.

- **Ongoing Training and Development**

Engage in regular refresher training, attend leadership development workshops, and stay up-to-date with any policy or procedure changes.

- **Mentorship and Support**

Receive guidance and support from experienced MODs and the management team to continuously enhance your skills and effectiveness.