



HOSPITALITY & EVENTS

Onboarding & Readiness

Measure performance, not course completion. Structured paths for new hires and new openings, with levels, realistic scenarios, and rubrics.

**Completing the course
is not being ready.
Readiness is observed.**

Onboarding & Readiness builds structured paths for new hires and for the opening of new properties: levels of rising difficulty, realistic scenarios drawn from your real cases, and rubrics that assess whether a person can apply standards, procedures, and expected behaviors in real situations. The path accompanies staff from day one to a verified readiness, and gives managers evidence instead of attendance sheets.

Levels

FROM FIRST DAY TO VERIFIED
READINESS

10–15

MINUTES PER
SESSION

40+

LANGUAGES, ONE
STANDARD

THE PROBLEMS WE SOLVE FOR HOTEL CHAINS, RESORTS, AND EVENT VENUES

01 — COMPLETION IS NOT READINESS

**The LMS says 100%, the
desk says otherwise**

Courses are completed, certificates issued, and the first real guest shows that nothing was practiced. Readiness paths replace completion with observed performance on realistic scenarios.

02 — OPENINGS AND SEASONS

**Dozens of new hires at
once, one standard
expected**

A new property or the high season brings whole teams on board in a few weeks. Structured levels and the same scenarios for everyone bring them to the standard in parallel, in their language.

03 — MANAGERS' TIME

**Supervisors cannot
shadow every new hire**

On-the-job training depends on who is available on the shift. Rubric-based assessment gives supervisors a clear picture of each person, and tells them where to spend their coaching time.

TARGET ROLES

Front office and reception, concierge, restaurant and F&B staff, housekeeping supervisors, reservations and call center, duty managers, event staff; corporate academies, HR and Operations of hotel groups.

FORMAT

Online, on site, or phygital: smartphone, desktop, totems, projected walls, and immersive rooms, without headsets. Stand-alone module or part of the e-REAL Hospitality Suite, with Conversation Mastery at the core. Integrated with your learning platform.





INSIDE ONBOARDING & READINESS

A path by levels. Readiness you can see.

01 Define readiness

With your HR and operations we define what "ready" means for each role: standards, procedures, behaviors, and the situations a person must handle on their own. Each becomes a criterion in a rubric.

02 Build the path

Levels of rising difficulty: welcome and basic procedures first, then complaints, exceptions, and pressure. Scenarios come from your real cases; sessions last 10–15 minutes and fit around shifts.

03 Practice and get assessed

New hires practice with AI guests and simulated systems; each session is assessed on the rubrics. Supervisors see progress per person and step in where it matters.

04 Verify and release

Readiness is confirmed on observed performance, level by level. The same path reruns for every intake, every season, every new property, with the same standard.

WHAT YOU GET

Readiness rubrics

What "ready" means for each role, made explicit.

Structured paths

Levels and scenarios from day one to release.

Evidence, not attendance

Observed performance per person and level.

Coaching focus

Where supervisors' time makes the difference.

Start with your next intake

Choose one property and one role: the next front-office intake, or the opening team of a new property. Share your onboarding materials and your 10 most common first-month mistakes. We build the path and the rubrics, the intake runs through it, and we compare time to readiness with your current process.

WORKS WITH THE AI COACH

Between sessions, the AI Coach lets new hires review and practice on their own, 24/7, in their language, so the path keeps moving even on the busiest weeks.

PART OF A LARGER SUITE

Onboarding & Readiness is one module of the e-REAL Hospitality Suite, with Conversation Mastery at the core. Add Process and Systems Mastery, AI Coach, Analytics HQ, Process Help, and Smart Hiring when you are ready.

LET'S TALK

Book a demo on www.e-real.net or propose a property for a pilot.

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