

Welcome and we thank you for your interest in the
Educative Experience Guarantee by eHospitality Institute

eHospitality Institute (eHI) is pleased to introduce the **Educative Experience Guarantee (EEG)**

Compare one of the first institutes to warrant the quality of course materials *and* the learning process coupled with the services offered when you ask...

“With the extensive choice of bookstores and institutions for higher learning that enhance careers and personal development available today on the internet,

why eHospitality Institute?”

If you are:

- 1) Responsible for the education and/or training of others**
- 2) Employed in the industry**
- 3) Thinking of making a career change**

you may find the following informative.





The hospitality industry varies greatly in size and services provided, with operations becoming increasingly diverse and complex.

U.S. DOL

eHI provides a curriculum and support services focused on problem solving and business skills that allow students, professionals and career-minded individuals turn confusion into confidence and realize their full potential.

Who turns to eHospitality Institute?

By Industry

(Partial List)

Restaurants - Hotels - Resorts - Cruise Lines - Universities - Institutions - Primary & Secondary Schools and/or Districts - Armed Forces - Lodging - Associations - Distributors - Developers - Country Clubs - Travel/Tourism - Catering/Events - Cafeterias - Independent Facilities - Corporate Chains - Production and/or Processing Plants, and more.

By Department or Position


(Partial List)

Business - Purchasing - Food and Beverage - Financial Service - Executive Chef - Line-Supervisor - Kitchen Manager - Food Preparation Workers - Service Workers - Head Cook - Meeting and Convention Planner - Waiter/Waitress - Sales and Marketing - Administrative - Public Relations - Human Resources - Housekeeping - General Manager - Club Managers, and Bartenders, from Hourly to Salary, both full and part-time, and others.

Since 1998, eHI has become an international provider of the latest Educational Materials, Distance Learning, Certifications, Continuing Education Units (CEUs), Innovative Study, Reference, and more exclusive for the Hospitality, Foodservice, and Travel/Tourism Industries.



Why eHospitality Institute?

Note: Any heading with the  icon is a service provided by eHI
Free of any Charge or Obligation.

eService

For all Clients and Students

Instructors available upon request during study - e Learning

Educational materials authored by preeminent educators and professionals in our industry

Counselors and/or instructors available to answer questions regarding any course of study

1 year of free consultative service via email

Global career search assistance for one year after completion of studies at eHI

Unyielding safety and security of all information

Unparalleled guarantee on all course materials

A complete source for educational, reference, and training materials exclusive to the industry

Membership fees or disclosure of personal information such as email address to access reference materials, course previews, or any information provided on eHI is not required

Personal Information Security

Preeminent shielding of Corporate and/or Personal information such as, name, address, phone, fax, e-mail, course selections, passwords, acquisitions, invoices, and/or payment methods are secure. Requests for any of this information from our office is complex and must be thoroughly verified, processing time; approximately 10 to 14 days.

Only the student, administrator, or original purchaser has the authorization to access this information, please maintain a record of transactions.

eMail Privacy & Security

eHI will never divulge, sell, lease, trade, rent, share, or SPAM your e-mail address. All e-mail originated from any department or individual at eHI is scanned and certified virus free by AVG Professional.

Snail Mail Policy

eHI does not practice unnecessary, unsolicited, or unwarranted advertising through the United States Postal Service.




 Complete Online Security

Premier SSL Certificates and Payment Gateway

eHI's private servers offer unyielding security with True BusinessID from GeoTrust. The True BusinessID utilizing the highest level of encryption or security possible, to 256-bit iSSL encryption, means you can rest assured that communications (e.g. credit card numbers) between your browser and eHI's servers are private and secure when the SSL session is activated, (HTTPS).

To protect its students and clients information eHI has added an extra layer of security from Authorize.Net a leading payment gateway since 1996.

The Authorize.Net Payment Gateway manages the complex routing of sensitive customer information through the credit card processing networks. Authorize.Net adheres to strict industry standards for payment processing, including:

-  128-bit Secure Sockets Layer (SSL) technology for secure Internet Protocol (IP) transactions.
-  Industry leading encryption hardware and software methods and security protocols to protect customer information.
-  Compliance with the Payment Card Industry (PCI) Data Security Standard.

 Pedagogue Solutions

Authored by preeminent educators and professionals in our industry, the educational materials offered at eHI include Instructor Supplements. Call our toll free number 800-768-0224 to inquire, or email ebkstore@ehiedu.org.

 **Reference Materials** **Streaming Videos****Back of the House****Food Safety and Hand Washing**

Informative streaming videos help to educate staff in the proper procedures of food safety and hand washing. Valued by managers, owners, and operators as educational training tools to prepare new employees during orientation and serve as a reminder to seasoned employees of their expectations, available in seven different languages.

These comprehensive tools are made available and produced by Public Health, Seattle & King County, Seattle, Washington.

Front of the House**Decanting a Great Wine**

The Proper Methods for Decanting a Great Wine, narrated by, Madame la Duchesse de Mouchy, a must for any fine dining establishment offering great wines. This indispensable video is made possible by the generosity of the Dillon Family of the award winning, prestigious Château Haut-Brion. Discover the profound elegance, the greatness of the Château Haut-Brion.

 **Industry Reference**

For convenience, we have provided several tools located at the base of every page on eHospitality.org. The lower navigation bar is complete with Business Start-Up tools, Ideas, Interactive Menu Planners, Dietary Guidelines, the latest Industry News, and much more. The core of information from the U.S. DOL, FDA, USDA, CFSAN, and other U.S. Governmental agencies offered as a convenient point of reference.

 **eHI Financing**

eHI financing is available for qualified institutions. eHI financing is interest free, available for 30 - 60 and 90 days. To check qualifications, send a request to finance@ehiedu.org.

 **Special Pricing**

eHI offers special pricing and free shipping currently on all DVD orders of 3 or more titles. Additionally, special pricing and volume discounts are available on a per order basis. To see if your order qualifies send your inquiry to sales@ehiedu.org.

Web Design, Development, and Hosting

eHI offers web design, development, and hosting packages at a price point to fit any budget. Also available design, development and hosting programs for many of the e Learning courses provided on eHI. Direct your inquiry to msdirector@ehiedu.org.

EHIVU

eHI offers a distinctive online curriculum through its newest addition,
The Virtual University of eHospitality Institute (EHIVU)

EHIVU is a comprehensive web-based training solution powered by 360training, a leading provider of regulated government accredited online certification training courses, with the convenience of e Learning. EHIVU offers Food Safety training and certification, Alcohol Seller/Server training and certification, CE training and e-course solutions that have reached over a million learners worldwide through hundreds of corporations, schools and associations who have increased profitability, productivity and performance.

EHIVU offers - Food Safety, Alcohol Seller/Server, Nutrition, and Human Resources provide students with accredited certifications and/or continuing education units (CEU's) upon successful completion.

Food Safety or HACCP Certifications

Accredited by the American National Standards Institute (ANSI), and recognized by the Conference for Food Protection, is one of the most widely accepted throughout the United States.

Examination Service System

eHI will assist in the accreditation of an individual or individuals within your company, district or region in becoming a certified proctor to administer the examination of the Food Safety Manager and/or HACCP Certification Finals.

Please direct inquiries regarding this complementary service to proctors@ehiedu.org.

Educative Experience Guarantee (EEG)***Condition of course and/or reference materials.**

eHI only offers New.

Used textbooks, DVDs, study guides, workbooks, videos, etc are not available.



EHIVU - successful completion and certification of the NEHA Food Safety Managers training and certification.

EEG requirements:

1) Request assistance of an eHI accredited instructor directly after enrollment.

2) Complete studies within 15 days of enrollment.








3) Take the final examination within 72 hours of course completion.

With all three requirements met should the student be unable to acquire a passing grade, eHI will retrain and test the student free of charge. Retraining must begin within 3 days of failure of final examination. EEG available on original study only.



Comprehensive Quality. Should you receive a course, text or title from eHI and find that it has little or no educational value, a credit issued and a prepaid method of return of the materials are dispatched immediately. (no questions asked)

eHospitality Institute Pledge

-  Be exclusive to Hospitality industries.
-  Adhere to a strict moral and ethical code.
-  Provide responsive instructor support.
-  Stand behind alumnus for one year free of compensation.
-  Never publicize or divulge student records or client information for gain.
-  Persevere in the development and delivery of valued distance learning courses.
-  Continuously go above and beyond to assure the success of those who turn to eHospitality Institute®

The hospitality industry offers a secure and successful future. Acquire the knowledge necessary to compete in this high growth industry that will last a lifetime, here at