Recommendations for Online Training in Hospitality Organizations.

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Abstract
Delivering consistent customer experiences is often a key driver of customer satisfaction in the leisure and hospitality industry. However, consistency can be compromised if new and existing employees are not adequately prepared for their roles and duties.
leisure and hospitality industry hires many new staff each year due to general industry growth and employee turnover. Training and development is therefore important for the industry to meet staffing requirements and to deliver consistent customer experiences. The rapid and significant developments in online training and have increased the size and knowledge of the candidate pool available to industry. Postsecondary education is more accessible to the masses and more readily available for lifelong learning (Dykan & Davis, 2008). The developments have also allowed organizations to better ensure consistency of content and delivery while also being able to simultaneously provide training to geographically dispersed employees.

**Keywords**
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