

# Online Hospitality Training Program Annual Report

*Due January 30, 2026*

**Background:** This report is submitted on behalf of the Board of Regents of the University of Minnesota as required by 2025 Minnesota Special Session Laws Chapter 6, Article 1, Section 2, Subdivision 3(j): “\$25,000 each year is for a grant to the University of Minnesota Tourism Center for ongoing system maintenance, management, and content updates of an online hospitality training program in partnership with Explore Minnesota Tourism. This training program must be made available at no cost to Minnesota residents in an effort to address critical workforce shortages in the hospitality and tourism industries and assist in career development. The grant provided under this paragraph is not subject to Minnesota Statutes, section 116L.98. By January 30 each year, the University of Minnesota Tourism Center must submit a report to the commissioner of employment and economic development and to the chairs and ranking minority members of the legislative committees with jurisdiction over workforce development and policy. The report must include an accurate and detailed account of the program, the program's outcomes, and the program's revenues and expenses, including the use of all state money appropriated in this paragraph.”

Per the requirements set forth in Minnesota Statute 3.197, the cost to prepare this report was \$200.

**Program description:** This online training program provides customer service training at the basic skill level. The program is (1) completely online, (2) asynchronous, and (3) free of charge to Minnesota residents. During the free registration process, each participant needs to upload a copy of their Minnesota ID (either driver's license or state ID). Each participant is provided with a copy of the Tennessee Notice.

The program includes ten modules, each covering one topic, including: introduction, inclusive customer service and showing empathy, core communication skills, professionalism, knowing your audience, attention to detail and expertise, complaints and service recovery, confidentiality and security, leading in customer service, conclusion and integration.

Upon successful completion of all ten modules, a participant will be able to generate a printable certificate of completion and to obtain a LinkedIn badge.

**Program's outcomes:** The current fiscal cycle started on July 1<sup>st</sup>, 2025. The program was relaunched on July 21<sup>st</sup>, 2025. So far, it has 159 individuals enrolled, 26 of which have successfully completed the online training program and completed a feedback survey. Program content will be updated as needed in spring 2026, based on feedback collected in the abovementioned survey. Upon completion of content update, the Tourism Center will conduct a new round of outreach to the hospitality industry to increase awareness of and enrollment in the program.

**Program's revenues:** The program itself does not generate revenue, as it is free of charge to Minnesota residents.

**Program's expenses – see table below: From inception (July 1<sup>st</sup>, 2025) through Jan 21<sup>st</sup>, 2026**

Direct/F&A	A Finalized Budget Amount	B Pre-Enc & Enc	C Expenses	D Pre-Enc & Enc	E Expenses	F = A – D - E Available Balance
Salaries-P/A/Police-FinBdgOnly	21,361.00	-403.72	403.72	5,329.10	5,040.64	10,991.26
Fringe-P/A/Police-FinBdgOnly	7,818.00	-147.76	147.76	1,950.43	1,844.88	4,022.69
Gen Oper Services-Fin Bdg Only	13,571.00	0.00	0.00	0.00	1,269.69	12,301.31
Professional Svcs-FinBdg Only	0.00	0.00	0.00	3,000.00	0.00	-3,000.00
<b>Direct Total</b>	<b>42,750.00</b>	<b>-551.48</b>	<b>551.48</b>	<b>10,279.53</b>	<b>8,155.21</b>	<b>24,315.26</b>
F/A Costs-Fin Bdg Only	4,750.00	0.00	61.27	0.00	906.04	3,843.96
<b>F&amp;A Total</b>	<b>4,750.00</b>	<b>0.00</b>	<b>61.27</b>	<b>0.00</b>	<b>906.04</b>	<b>3,843.96</b>
<b>Project Total</b>	<b>47,500.00</b>	<b>-551.48</b>	<b>612.75</b>	<b>10,279.53</b>	<b>9,061.25</b>	<b>28,159.22</b>
<b>Award Total</b>	<b>47,500.00</b>	<b>-551.48</b>	<b>612.75</b>	<b>10,279.53</b>	<b>9,061.25</b>	<b>28,159.22</b>