

Training tool for hospitality for guests who need special consideration, such as the elderly and those with disabilities (basic version)

This training tool is a summary of the basic points for hotel operators to engage in employee training to provide appropriate services tailored to the characteristics of each guest who needs special consideration, in accordance with the provisions of the revised Hotel Business Act.

Basic points of hospitality training that relevant parties should keep in mind

Let's use the following as a reference and consider the training that each accommodation facility should implement on its own initiative as if it were their own business.

Example of Content

- ☑ Deepening understanding of the diversity of disabilities, etc.
- ☑ Implementation of reasonable accommodation through dialogue with each guest who needs special consideration
- ☑ Practical measures to prevent discrimination through learning about cases such as accommodation refusal due to prejudice against infectious diseases

Method Examples

- ☑ Combination of desktop training, training with the persons concerned, and hands-on training
- ☑ Utilization of video materials prepared by the organizations concerned

Steps

Step 1 First, check your facility's efforts and consider any issues

Step 2 Planning and drafting of training programs unique to your facility

The organizations concerned offer various training programs, so be sure to make use of them.
It is also effective to participate in training sessions held by the organizations.

Step 3 Further deepening and development of efforts at your facility

Deepen your learning about:

- (1) Serving guests in different situations
- (2) Responding to emergencies and disasters and preparing for them
- (3) Communication and other topics according to the type of disability

▼ Click here for the main text (detailed version) of the training tool



<https://www.mhlw.go.jp/kaiseiryokangyohou/>



Key points for serving guests in different situations

Training tool main text p11–23

Let's learn the key points for serving guests in different situations, assuming six situations in which "hospitality" is required at accommodation facilities.

1

Provision of information, inquiries, and reservations

- Provide barrier-free information on the facilities and furnishings so that users can make their own judgments regarding whether they can stay there or not.



Manual for Disseminating
Barrier-Free Information
<https://www.mlit.go.jp/kankochou/content/001250789.pdf>

4

Meals

- When showing guests to their seats, actively approach them and provide them with the most accessible seats possible after consulting with them and their companions.

2

Check-In

- Actively approach guests. Even if there is a caregiver, approach a guest in person.
- It is necessary to take care to give important information such as room numbers and check-out times not only verbally but also in writing.

5

Bathing

- If a guest who needs special consideration wishes to use the public bath, explain the details of the bathing facilities at the time of check-in.
- It is also important to check what kind of consideration is needed according to the disability characteristics of the guest.

3

Guidance for facilities and guest rooms

- When showing guests to their rooms, make sure to explain the types and locations of the facilities and furnishings in the rooms.
- When guiding guests to their rooms, check the route and ensure that there is a clear line of movement.



6

Check-Out

- Flexibly respond to the check-out time depending on the customer's needs.



Basic points for responding to emergencies such as disasters

Training tool main text p24

- On the occasion of evacuation drills, it is important to confirm how to support the elderly and disabled during their stay and the division of roles, and to consider how to respond emergencies on a regular basis. Training with the persons concerned is important because hearing the opinions of disabled persons concerned brings a lot of awareness.
- On the assumption of an earthquake or fire while guests are staying at the facility, check with guests in advance about the need for evacuation assistance, the method of assistance, and the means of communication.



*Reference: Video titled "Disaster prevention in everyday life – Learning from the experiences of people with mental disabilities" (produced by Porque, the Organization of Persons with Psychosocial Disabilities)

<https://porque.tokyo/2024/03/23/video-materials-disasterprevention/>



Basic communication according to the type of disability

Training tool main text p25–36

Let's learn the basics of communication for each type of disability of persons who needs special consideration.

1

Physically disabled person who uses a wheelchair

- Communicate with eye contact.
- Talk to a guest and see if they need support. Even if there is an accompanying person or a caregiver, talk to them and confirm what is necessary.



6

Dementia

- Try to be calm, composed, and to interact with a natural expression.
- In some cases, symptoms called behavioral and psychological symptoms of dementia (BPSD) may be observed, so if a guest appears to be in distress, respond calmly and support them so that they can regain their composure in a quiet environment.



2

Visual impairment

- Talk to a guest eye to eye and ask if they need any help.
- Ex.: "I am xxx from yyy Hotel. Do you need any help?" Convey information using words and sounds.



7

Age-related impairment

- Do not rush a guest or make them feel hurried, but take time to serve with them according to their pace.
- It is desirable to be creative with the explanations and displays. It is a good idea to highlight or mark the points you want to convey with a marker or something similar.



3

Hearing/speech impairment

- Make sure you are in the guest's line of sight when you speak to them.
- Confirm and select the communication method that meets the needs of the guest.



8

Patients with infectious diseases

- In the event of an outbreak of a specified infectious disease, strive to prevent the spread of infection in accordance with the manuals prepared by the Ministry of Health, Labour and Welfare, and at the same time, be careful not to refuse accommodation without any reason.



4

Intellectual/developmental/mental disabilities

- If you see a guest in distress, approach them slowly. Try to speak clearly, concisely, and concretely.
- Even if the nature of the disability is disclosed, be careful how you handle the information.



9

Other persons who need special consideration

- In terms of mobility and information, there are also people who are inconvenienced other than those with disabilities.
- For example, pregnant women, guests with small children, and foreign nationals may also need consideration, so check their needs and respond them.



5

Internal disorders, intractable/chronic diseases

- If you see a guest in distress, approach them slowly and guide them to somewhere comfortable, such as a bench, and talk to them.
- Some guests use or carry around devices such as ventilators, insulin infusion pumps, and oxygen cylinders. Check the matters of concern with them and respond accordingly.



10

Multiple disabilities

- Some guests with disabilities have multiple disabilities, such as deaf-blindness (being deaf and blind) or having an internal disorder that makes them physically disabled.
- It is important to check the needs of the guest and respond flexibly.



Related Information

Programs provided by the organizations concerned

Training tool main text p8–9

Type	General training and assistance dog users	Training name	Training for disability understanding/hospitality
Content	The training content is built on a custom-made basis, with instructors concerned as the core of the training. Workshops are conducted upon request. (1) Training for disability understanding, (2) Practical training for hospitality, and (3) 2030SDGs workshop and disability understanding training *Expenses: To be discussed depending on the location and scale of the training (coordination fee, instructor fees, transportation fees, etc.) *It is also possible to introduce training providers and user groups around the country close to the venue.		
Contact	Japan Assistance Dog Information Center Phone: 045-275-7770 https://www.jsdrc.jp		
Type	General training and instructor training	Training name	Dispatch of instructors, on-site lectures, and training for leaders concerned regarding barrier-free access for the disabled
Content	A program to learn the concept of the social model of disability with disabled instructors concerned and to link it to actions. The program can be constructed to suit the client's circumstances. * Expenses: To be discussed depending on the location and scale of the training (coordination fee, instructor fees, transportation fees, etc.)		
Contact	Representative of DPI Japan Conference: Ryoko Yamazaki E-mail: cilkodaira3@hotmail.com		
Type	Dementia	Training name	Consultation on dispatch of instructors
Content	A nationwide organization of people with dementia and their families with branches in all prefectures dispatches instructors such as persons with dementia and their families, when requested.		
Contact	Alzheimer's Association Japan (AAJ) https://www.alzheimer.or.jp/		
Type	Visual impairment	Training name	Consultation on dispatch of instructors
Content	The organization's secretariat, which acts as the external contact, is introduced to respond to your consultation regarding the dispatch of instructors after confirming the request. * Expenses: Actual transportation fees, and honorarium (to be discussed)		
Contact	Secretariat of Japan Federation of the Visually Impaired Phone: 03-3200-0011 E-mail: jim@jfb.jp		
Type	Hearing impairment	Training name	Consultation on dispatch of instructors
Content	Dispatch of instructors to sign language classes in cooperation with member organizations of the Japanese Federation of the Deaf		
Contact	Japanese Federation of the Deaf https://www.jfd.or.jp/		
Type	Physical disability	Training name	Participation of disabled persons
Content	Cooperation for participation of disabled persons concerned in training * Expenses: Actual transportation fees, honorarium (to be discussed)		
Contact	Japanese Federation of Organizations of the Disabled Persons Phone: 03-3565-3399 https://www.nissinren.or.jp/		
Type	Intellectual and developmental disabilities	Training name	Human rights training, etc.
Content	Human rights training for schools, governments, and companies, and demonstration at events organized by local organizations. Dispatch of a group close to the venue *Expenses: Transportation fees, honorarium (to be discussed)		
Contact	New Inclusion Japan Association "Caravan for raising awareness of intellectual and developmental disabilities" Phone: 03-5358-9274 E-mail: info@zen-iku.jp		
Type	Mental disability	Training name	Training for disability understanding/hospitality
Content	Dispatch of advisors (instructors) for family study sessions Secretariats throughout the country act as contact points to respond to requests for dispatch. * Expenses: Actual transportation fees, miscellaneous expenses (to be discussed)		
Contact	Minna-net (The National Federation of Associations of Families with The Mental Illness in Japan) https://seishinhoken.jp/events Minna-net Phone Counseling Service Every Wednesday 10:00–12:00, 13:00–15:00 03-5941-6347 Legal entity secretariat Weekdays 10:00–16:00 03-5941-6345		
Type	Developmental disabilities	Training name	Consultation on dispatch of instructors
Content	Consultation on dispatching instructors (families and supporters) is available.		
Contact	Japan Developmental Disabilities Network (JDD Net) E-Mail: office@jddnet.jp Phone: 03-6721-7817 Fax: 03-6721-7818		