



In today's competitive hospitality sector, companies need top-notch learning experiences for employees to get up to speed quickly on their role and company policies. The Select Group (TSG) partnered with the parent company of some of the nation's largest fast-casual restaurant brands to provide a full analysis of their learning management system, stand up new software, and create custom modules for each brand.

Executive summary

TSG's client needed a partner to strategically refresh their learning management system (LMS). LMS standardization needed to span multiple internal brands under the client's umbrella. The Select Group brought in a team of expert instructional designers to help each sub-brand design educational content and create new training modules.

The LMS for each brand was designed based on industry standard, with the ability to customize the content to each employee's role within the organization. The LMS portal and instructional design scripts were developed to create the training modules. This was completed in lockstep with the customer to ensure accuracy of the materials.

TSG ultimately helped create a new learning management system leveraging a software product called Altametrics. A minimum of 10 new modules were designed and produced for each restaurant brand.

Challenges

Each of the client's restaurant brands previously operated independent training of new employees and upskilling current employees, which made oversight and management difficult for the parent company. Some brands lacked standardization of training across the chain, which deteriorated the restaurant's customer experience and employee performance. TSG was tasked with developing a uniform LMS that could be modified for specific branding purposes.

The Select Group's team of experts helped create and develop training materials, allowing the client to:

- Scale up and down quickly with the project
- Create customizable e-learning and training modules to better support their company growth strategy

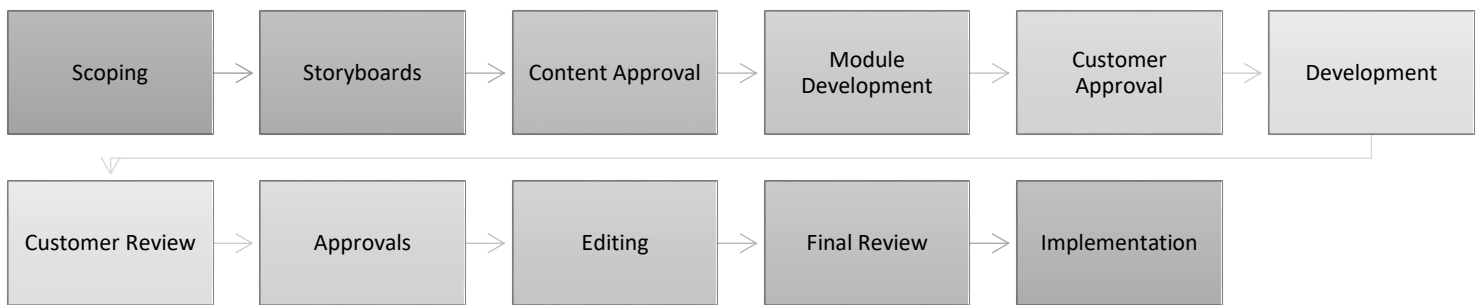
- Select flexible pricing options with on-shore and off-shore project teams
- Receive timely project support with a dedicated account team available 24/7

Additionally, The Select Group has been a flexible partner for the client during the challenging landscape of COVID-19, including rescoping, changing milestones, and adjusting the plan to meet evolving business needs.

Creating a learning environment designed for success

Through TSG’s partnership with the client, teams conducted a full analysis of their internal LMS, which led to a new and improved training experience for the brand’s 20,000+ employees. The Select Group’s systematic approach provided the client with a template to choose required modules, then customize those modules for the specific brand requirements.

TSG resources provided a fully outsourced managed solution that solved the client’s training challenges. The team created a repeatable process when designing each module to ensure high customer satisfaction.



This process required a weekly cadence call between the TSG team and client to discuss internal and external challenges and next steps, ensuring a timely delivery of the finished LMS.

Results for TSG’s client

As our client continues to grow their portfolio of expanding restaurant brands, TSG has proven to be a reliable partner for LMS solutioning. This project originally started with creating a single training module for a restaurant brand. Based on the superior experience and technical solution that TSG provided, the project expanded to three brands with the expectation to continue the partnership to all remaining and future brands.

The Select Group is helping the client streamline their employee e-learning experience, making it more comprehensive and efficient. This allowed the client’s employees across North America quicker access to more effective training that enhances our client’s customer experience and ability to delight consumers.