

# E-Learning & Instructional Design to Feed the Masses

*Through streamlined training, TSG's modern curriculum unifies brand identity*

## BACKSTORY

As a growing restaurant family, our client actively brings together distinctive yet complementary brands. Each brand brings its own training approaches and processes, making quality standards difficult to consistently track and meet. As it integrated new family members into its portfolio, our client sought a partner to establish modern training for business management systems and new product rollouts.

## SOLUTION

TSG delivered award-winning E-Learning training modules, streamlining a common company training approach. We leveraged best practices to form universal standards across our client's organization while preserving the unique culture of each integrated brand.

## PROJECT OUTCOMES

We helped our client build a more unified brand by sharing best practices across different franchises. Our top-notch training modules have enabled our client's employees to deliver elevated dining experiences.

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**By streamlining their training programs, our client was able to reduce unnecessary spending.**
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**A minimum of 10 new modules were designed and produced for each restaurant brand.**
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**Onboarding and training operations were improved through common and consistent E-Learning programs.**

## TSG MANAGED SOLUTIONS

### Solutions Development

For each new E-Learning module developed, TSG reviewed existing curriculum, materials, and goals, and designed a specific training development plan tailored to our client's budget and schedule. Leveraging a phased project execution plan, we arrived at an overall solution approach the client supported and approved.

### Building & Scaling Teams

TSG identified the relevant services and roles necessary for project completion, assembled new cross-functional teams with the required skillsets, and built a new and improved onboarding and training experience for the brand's 20,000+ employees.

### Service Delivery

TSG's systematic approach provided the client with a template to choose required modules, then customize those modules for the specific brand requirements. Hosting weekly status calls to discuss project progress ensured a timely delivery of the finished LMS.



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The Select Group has repeatedly been a reliable and beneficial partner for our family of brands. [Their] instructional design services elevated the quality and effectiveness of our individual brand training approaches. We attach great confidence and trust in our partnership with The Select Group.

-Feedback from this project's Sr. Director of OPS Systems

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