**CHART Virtual Training Forum (VTF) – Notes on Best Practices**

*Note: Updated information and resources gathered since these VTF notes were taken can be found on* [*CHART’s COVID-19 Resource Page*](https://www.chart.org/training-tools-and-resources/covid-19-resources.html)

**Cross-training to Save Training Dollars**

Friday, March 27, 2020

**Cross-training by Necessity**

* Some trainers are taking on jobs to keep their restaurants and hotels open with a reduced staff. This offers an opportunity to experience these jobs again, really see when process is inefficient and be ready to make changes when employees return.
* All remaining employees are learning many new things – FOH learning BOH and vice versa, but they are learning on the job more than formal training. (Trying to train on the job while keeping 6 feet apart!)
* Some things are new to everyone, like additions to menu for this time period only (eg. Delivery and curbside, offering meat for sale like a butcher, creating family meal packages, prepared meals to cook at home, etc.).

**Dividing Workload**

* Some are retaining employees who are already cross-trained to do multiple jobs. Managers and trainers doing all sorts of tasks.
* Some are trying to be equitable, keeping as many employees as they can part-time, giving as many as they can at least some hours. Most employees are happy to get at least some hours and it keeps them connected to the business.
* No one is saying “that’s not my job”. People are willing to do anything. At least ask them.
* When bringing back people, need to decide how to bring them back based on skillset.

**Re-opening**

* When employees start to come back to work, it will likely be in a crunch time and there will be no time to re-train before they start work. Trainers should be getting skills checklists ready now.
* During this time period, no one has classroom training. If have to train, using Zoom.
* When employees come back, we will be better about cross-training them in the future.

**Trainers Cross-training Themselves**

* Need to make selves indispensable by becoming multi-functional so not cut with trainers. Trainers need to be able to support both Operations and HR. Starting to work on materials for when employees come back.

**Additional Things Members are doing to Maintain Connection to Employees:**

* Offering employees the opportunity to stop by and pick up a free family meal.
* Trainers and Managers are texting people individually to check in.
* Created an Employee Facebook page (and Facebook has a translate button).