

2019 TRAINING HIGH5



TRAINING HIGH FIVE,

created in 2013, is a recognition program for innovative and particularly effective training solutions implemented by CHART members. The five winners of the High Five are showcased at the summer CHART conference and become part of an annual compilation of ideas. This collection features solutions that have helped training be delivered more efficiently, allowed trainees to more quickly achieve their learning objectives, and/or improved the overall performance of employees. Please explore this anthology of ideas, and perhaps you can copy, transform, and combine these sparks into your own successful solution.

WILL YOU SHARE YOUR SUCCESS?

If you have a training solution that has really worked for you, please consider demonstrating our guiding principles of Learning, Sharing, Growing, and Caring and send it to CHART for the betterment of everyone in the organization. It doesn't matter if it's a simple training game or a complex rollout strategy; as long as it moved the needle in some way at your company and isn't proprietary, we would love to hear about it.

SUBMIT YOUR IDEAS

for CHART's Training High Five before June 1. Visit the CHART website (Membership & Community – Awards & Scholarships) for more details and the quick and easy online nomination form. The CHART Board will review ideas for originality, impact, and relevance. The top five ideas submitted each year will be highlighted at the summer conference and then posted on the CHART website for members to see and use. The High Five winners will be contacted in late June and you can look forward to seeing your ideas in another year-end compilation.

2019 WINNERS

Crew Trainer Virtual Certification Program

*Submitted by: John Aiken,
Golden Corral*

More than Just a Trainer

*Submitted by: Stephanie Ketron
and Alex Motes, Westgate Resorts*

Suggestive Selling Service Video Contest

*Submitted by: Jamie Pearson,
Ruby Tuesday*

Reimagining Paper-based Prep Cards

*Submitted by: Indrani Sen,
99 Restaurants*

The Simplicity of a Simpleshow

*Submitted by: Felicia White,
Church's Chicken*



Crew Trainer Virtual Certification Program

Submitted by: John Aiken, Senior Director of Learning and Development, Golden Corral

Virtual certification results

in real-world gains

Objective

To convert an expensive and time-restrictive in-person Crew Trainer Certification program to a self-paced virtual certification process

How it Works

The new virtual certification program includes both tactical and soft-skills learning to develop high performing co-workers into Crew Trainers that can effectively train and coach new hires, as well as provide guidance to existing co-workers. The curriculum was developed as a Learning Program and loaded onto our DiscoverLink LMS platform in both English and Spanish. It consists of three phases:

PHASE 1 Soft skills and leadership skills

PHASE 2 In-depth learning on topics specific to training

PHASE 3 Requires soon-to-be Crew Trainer to pass assessment on material learned

The virtual certification program is approximately two hours of seat time and candidates have 3 months to complete certification.

Results

To date, more than 4,000 co-workers have entered the Crew Trainer Virtual Certification program. Additionally, all current Crew Trainers were required to recertify, which allowed them to benefit from gaining new leadership skills.

As a result of creating a virtual certification program, we were able to certify exponentially more Crew Trainers in a condensed time frame, since they could complete certification in their home restaurant rather than having to travel or wait for a classroom session to be offered. Costs associated with in-person training were also greatly reduced.





WESTGATE RESORTS

More than Just a Trainer

*Submitted by: Stephanie Ketron, Operations Trainer,
and Alex Motes, Operations Trainer, Westgate Resorts*

Professional development opportunities

empower emerging leaders

Objective

To build stronger leaders at the frontline level by developing coaching and mentoring skills



How it Works

The Certified Field Trainer (CFT) program empowers emerging leaders to do more by encouraging them to prioritize coaching and mentoring over being “just another trainer.” The program also assists in engaging and retaining top talent, while contributing to a path for career progression within the organization. This peer training and mentoring program is rare in the hospitality industry, giving Westgate a foundation as a revolutionary company in people development.

“ They taught us that it’s not only in the workplace that we have to become leaders, it’s outside on a personal level as well. ”

Results

The Certified Field Trainer program has brought tremendous success to the organization, with over 3,000 Team Members trained and mentored by a CFT in last 12 months. Since the program’s inception, Westgate has seen an increase in training effectiveness via on the job training with a 94% satisfaction rate. Their CFTs have a 97% satisfaction rate with their opportunities for growth and professional development in this program. Within the last 10 months Westgate has seen a promotion rate for CFTs of 30%, before even completing the full process.

3,000
trained

30%
promotion rate

94% satisfaction with OJT effectiveness

97% satisfaction among CFTs with professional development opportunities



Ruby Tuesday

Suggestive Selling Service Video Contest

Submitted by: *Jamie Pearson,*
Director of Training, Ruby Tuesday

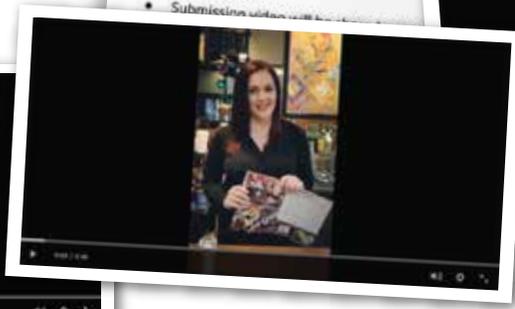
Creativity and passion pay off for both restaurant and staff

Objective

To reward team members who showcase good suggestive selling techniques, while creating new employee training resources

How it Works

We created a contest among Front-of-the-House (FOH) employees, asking them to submit a 30-second video showcasing their suggestive selling techniques. Incentives included cash awards and company-wide recognition. We received a couple hundred submissions and narrowed it down to our top 10 in each category. We then shared those with operations and support leadership to vote on their favorites.



Results

Winners received cash awards, and winning videos were incorporated into new employee training. We found this was a great way to not only reinforce our message, but also allow our teams to become part of the training themselves. A few team members even put a fun spin on things, so we awarded a couple superlatives for their creativity and participation.



Great Meal. Great Deal.

Reimagining Paper-based Prep Cards

Submitted by: Indrani Sen,
Instructional Designer, 99 Restaurants

Outdated system gets a digital makeover

Objective

To update and streamline the kitchen prep card system, with the goal of reducing maintenance and mitigating flaws of the outdated and cumbersome paper system

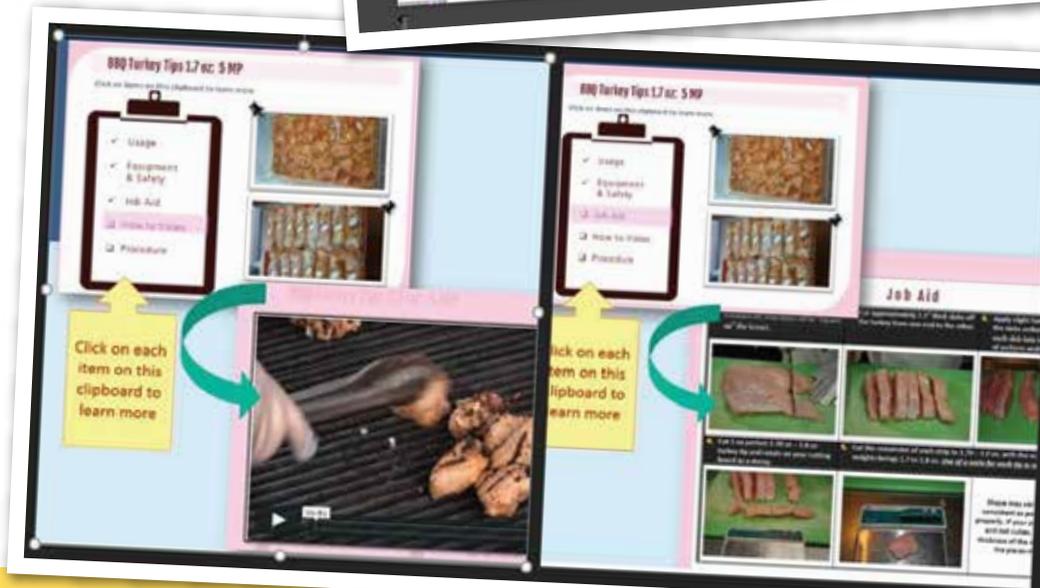
How it Works

We replaced physical paper prep cards with an innovative visual resource that is searchable, detailed, and available on demand through our online training platform.

Results

The new digital prep card program received high marks in ease of use and satisfaction from users.

- > Elimination of paper & printing costs
- > Efficient & useful Just-in-Time (JIT) training
- > Particularly valuable to users for whom English is a second language and visual learners
- > Information is accessible anywhere, anytime, and can be viewed on large screens in prep area





The Simplicity of a Simpleshow

Submitted by: Felicia White, Senior Director Training and Development, Church's Chicken

Engaging animations deliver training concepts in easy-to-digest format

Objective

To utilize inventive teaching methods to catch the attention of the learner and deliver easy-to-understand training messages through short animated videos created with Simpleshow

How it Works

Simpleshow, a video software platform that uses cartoon-type animations, allowed us to introduce new concepts and provide a short explanation of complex topics in an easy-to-understand and recall format. We created a Simpleshow to train hourly team members on the concept of 3rd-party delivery, which many of them were unfamiliar with prior to training. The animated video gave a three-minute synopsis of how 3rd-party delivery works from the time the guest places an order through an app such as UberEats, how it is processed in the restaurant, and how the order is then delivered to the guest.

Results

This video became the basis of the Delivery Training Module in the LMS system. Delivery implementation teams reported better results from the training sessions they conducted using the video because the concepts were easy for team members to understand through the Simpleshow. In addition, guest ratings through the 3rd-party platforms have increased and per-restaurant delivery sales are experiencing steady gains each time delivery is launched in a location.

