

Scorecard | Enhancing Training Methods

To better position your brand for growth, transition away from paper-based or desktop-only training programs by offering on-demand training on any web browser or mobile device with a user experience that mimics streaming media apps.

Mark your confidence level: How well has your organization enhanced its training methods? Plus, key tips for improving how this work is done	CONFIDENCE LEVEL		
	HIGH	MEDIUM	LOW
<p>You created a pilot to find your starting point</p> <p>KEY TIP: Creating a pilot will allow you to evaluate which positions could benefit the most from e-learning. You can also incorporate validation tools such as exams, surveys, and checklists to assist with the pilot.</p>			
<p>Results are measured pre- and post-launch</p> <p>KEY TIP: Before introducing new online training, ask someone unfamiliar with the material to go through the content and take the exam. If they cannot pass the exam, you may need to adjust your questions or break the training into smaller chunks.</p>			
<p>An on-demand e-learning program is implemented</p> <p>KEY TIP: With on-demand learning programs, your staff receives consistent training across all locations, and managers gain back valuable time, leading to better customer service and brand experiences for your guests.</p>			
<p>Training is set up and designed to accommodate modern attention spans</p> <p>KEY TIP: You'll get better results if you identify the most critical information the learner needs to know and put that material online. Microlearning has been proven to be more effective with better knowledge retention than excessively long courses.</p>			
<p>Your LMS provider works with you every step of the way</p> <p>KEY TIP: There are hundreds of LMS providers out there, but only a few focus on the hospitality industry. It's best to look for a provider who is willing to start small and help you grow over time.</p>			
<p>Materials are broken up into smaller sections to avoid a data dump</p> <p>KEY TIP: Employees will find it easier to retain information if it is broken up into separate quizzes on each section instead of one giant test at the end. You should also consider whether or not every single page of your operations manual needs to be converted to an online format.</p>			
<p>Benchmarks have been established to assess training methods and measure the results of e-learning</p> <p>KEY TIP: You'll want to evaluate how long your training methods are taking from the time of initial hire to scheduling an employee for a solo shift.</p>			

See end of scorecard for rankings and additional resources

Here are some different ways you can use this scorecard:

- Assess your current state of operations
- Create an action plan
- Prioritize where to focus
- Guide conversations with leadership

See how you stack up

Follow the rankings below for more insight and additional resources

If you marked “high” confidence for most items

Great work—sounds like you’re achieving next-level operational excellence to unlock new growth opportunities for your business. Interested in seeing how you compare to your peers? Download the [2023 Restaurant Operations Report](#).



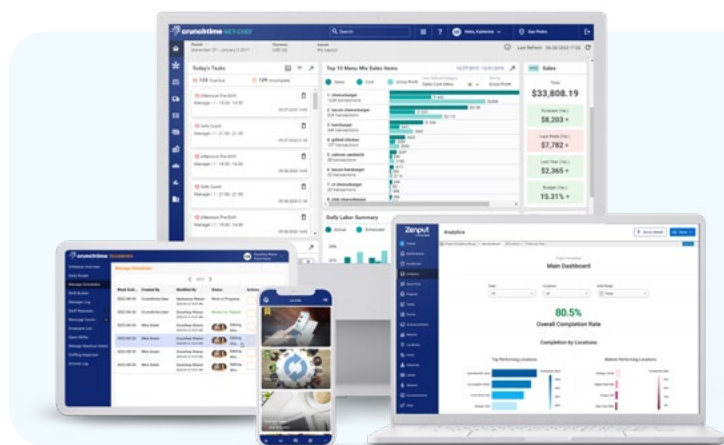
If you marked “medium” confidence for most items

Nice job—seems like you’ve nailed the fundamentals and can continue to improve operational excellence in one or more focus areas. Next, we suggest you download [Measuring What Matters in Restaurant Operations](#) to learn the impact of operations work—from inventory management to employee development—to reduce costs, improve efficiency, increase profits, and boost customer satisfaction.



If you marked “low” confidence for most items

Off to a good start—now that you know where you stand, you can create new goals to reach. To help you get started, we recommend downloading [The Restaurant Operators Guide to Ops Excellence](#) for a framework for achieving operational excellence with modern processes, technology, and automation.



Crunchtime is how the **world’s top restaurant brands** achieve operational excellence to grow confidently. We’re here to help your organization realize these outcomes with confidence.

For more information or schedule a personalized demo, get in touch with our team:

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