



## Case Studies: **Need for Consistent Training to Be Developed**

### **Business Situation**

A leading global provider in the vacation package industry noticed inconsistencies in the way Guests were treated at various site locations. One goal of the provider was to ensure that Guests' needs and expectations were not only met with consistency, but were exceeded. The Director of Training and Development also recognized the need for more uniform and higher quality procedures and services throughout the organization to ensure Guest satisfaction. He asked ALESYS to design and develop uniform, high-quality training programs for several positions throughout the organization. Because of high turnover in the Hospitality industry, our Partner had another goal – less classroom training time and more on-the-job and self-study training.

### **ALESYS Solution**

ALESYS designed and developed self-study learning materials for several employment positions. To encourage individual employees to become primarily responsible for their own learning, ALESYS incorporated several strategies to maintain Supervisor and Manager coaching and quality checks throughout the training. Our strategies helped ensure consistency of training to get to the desired results, while carefully managing time and cost concerns of this industry.

### **Results Achieved**

A consistent set of procedures and standards were developed and approved for the relevant staff functions. This consistency had been the organization's goal for many years, but it had never been accomplished before.

ALESYS developed self-study training materials to allow for site-specific autonomy, without compromising the quality of service provided to Guests. This ensured that all employees provided consistent, high-quality service to Guests, no matter where in the world the Guest encountered the organization.

Guest satisfaction increased immediately, and continues to increase today.

This Customer has achieved time-efficient and cost-effective ways to provide employees with the training they need, while still performing their job functions at their properties. Manager and Supervisor support and quality checks built into the training enables better quality management and increased employee morale and Manager satisfaction.

ALESYS is an international consulting and training company with a focus on leveraging learning to help Customers achieve their organizational goals and use learning as a competitive advantage to generate business profits. We bring a depth and breadth of expertise and best practices gathered during our many years of successful work with organizations all over the world. For organizational change efforts to be effective, only a custom designed approach will yield results. These results must not only solve your organizational issues, but they must also translate into long-term sustainable change and profitability.

For more information on ALESYS' highly effective approach, contact us at 800.758.1071 or visit our website at [www.alesys.com](http://www.alesys.com). ©2007 ALESYS. All rights reserved.