



“We need training available anytime, anywhere – whether it is at the desktop, on a tablet, or mobile device.”

Kathleen Haggerty, Director of Training and Development

Growing a Young Workforce

From the beginning, Thomas Cuisine and BizLibrary were natural partners. Both companies focus on providing a great product, offering genuine service and focusing on lasting relationships.

In the fast-paced food industry with a younger generation workforce, Thomas Cuisine needed to **keep up with generational demands and needs.**

They needed to provide employees a learning solution with content that was short, accessible in multiple ways, and that could keep up with both employee and industry needs. That’s exactly what they found in BizLibrary.

It Takes Two to Mango: Cooking Up a Solution

“Employees want training and new employees want to be part of a company that provides ongoing development. We are a learning company, but we’re pushing the envelope to learn more.”

Having a training mentality already in place, the employees were excited to have access to new content and material.

Thomas Cuisine contacted BizLibrary to work hand in hand to develop a specialized training program to accomplish their goal of shorter, easier to access, training content.

BizLibrary assisted in the development and implementation of the new program. With a blend of off-the-shelf content from BizLibrary’s extensive video library, internal custom content and additional outside resources covering industry-specific training, the new program was a recipe for success.

The program, divided into trimesters, provided employees with an average of 5-6 hours of mandatory training content tailored to Thomas Cuisine’s needs and was hosted on BizLibrary’s Learning Management System.

The features of the Content Management platform allowed for effortless content organization and the ability to smoothly upload a variety of resources and materials.



Employee Size
250-999

Industry
Accommodation and Food Services

Products Utilized
The BizLibrary Collection and Learning Management System.

Thomas Cuisine is a food management company dedicated to exceeding the expectations of what food service can be at our hospitals, corporations and colleges.

Our scratch-cooked emphasis, first class service and intense focus on our business relationships put Thomas Cuisine on another level.

We consistently deliver a unique and high quality food experience for clients across the West.

www.thomascuisine.com

Rolling Out the Plan: Penne for Your Thoughts

“Have a pulse on the business – focusing on ongoing important topics, while meeting with leadership and operational teams for feedback on important areas that should be addressed.”

At the beginning of each trimester, Thomas Cuisine was able to easily communicate training requirements to all users via the LMS.

In order to continuously ensure the training content being delivered was relevant to specific organizational areas, the company gathered feedback during meetings with leadership and operations.

District Managers also provided insight into critical topics and organizational areas that could be focused on from a skills perspective.

Gathering feedback and involving leadership created a unified vision and agreement on areas of growth and challenges.

Thomas Cuisine increased the visibility of the training program by providing an incentive for employees to complete training courses. The incentives include money and public recognition congratulating the first employees to complete assigned courses.

Program Results

Thomas Cuisine’s bold pairing paid off.

Their supportive leadership team helped drive training and learning initiatives, but the measure of success is not about utilization; it’s about the experience and feedback from the teams.

Since partnering with BizLibrary, Thomas Cuisine has seen a 98% program participation rate, a 31% increase on the training component of their annual employee feedback survey, a significant increase in employee engagement, and an increased sense of inspiration among their employees.

Program Results

- 98% Program participation
- Unified vision among leadership on areas of growth and challenges
- 31% increase in training component on annual employee engagement survey
- Significant increase in employee engagement
- Increased sense of inspiration within the organization

About BizLibrary

BizLibrary is a leading provider of online employee training and eLearning solutions. The BizLibrary Collection is our award-winning content collection, and contains thousands of online videos and eLearning courses covering every business training topic, including: communication skills, leadership and management, sales and customer service, compliance training, desktop computer skills, and more.

The BizLibrary Collection can be accessed online through BizLibrary's Learning Management System (LMS) or through any third-party LMS. Technology solutions include: BizLibrary's Learning Portal, Content Management System, LMS and BizLibrary Mobile App to help clients improve and manage employee learning across the entire organization. Learn more at www.bizlibrary.com.