



Case Studies: **Evaluating Effectiveness of New Hire Training**

Business Situation

In the spirit of continuous improvement, one leading Hospitality company questioned the effectiveness of their three-week New Hire training program for their major Customer Service Center.

ALESYS Solution

ALESYS partnered with this major leader in the Hospitality industry to conduct a very thorough Training Effectiveness Evaluation of their New Hire training program. We reviewed all instructional materials and training content, observed training delivery and actual performance of the job functions, and obtained feedback about the effectiveness of training from many different groups in the company through interviews and focus groups.

Results Achieved

This Customer has implemented many recommendations ALESYS made in the detailed Training Effectiveness Evaluation report. These recommendations included upgrading the training environment to more closely simulate the work environment in their Call Center, providing high quality professional development for the Training Team members, and partnering more effectively with Floor Management to enable New Hires to perform to standards very quickly when they leave training.

Customer satisfaction increased, employee turnover decreased, and Managers were much more satisfied with the services provided by their Training function in preparing New Hires to succeed more quickly than ever before.

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. ©2007 ALESYS. All rights reserved.