

TODAY'S WORKFORCE CHALLENGES

Competition is fierce!

Today's business environment demands that companies adapt to global technological advances, generational differences and diversity in the workforce and the demands of increased Guest service expectations.

Training is often looked upon as a cost rather than as an investment. Training materials are rarely up to date, and the retention by employees of the information in outdated, mundane manuals is generally minimal. Documentation, testing and certification are cumbersome and inconsistent.

The generations currently prevalent in the workforce are accustomed to being online, giving them access to information quickly, more completely and in a format that is easy to read, to the point, and in a colorful, visual format.

The company that masters learning as a core competency will be able to establish a competitive advantage in the marketplace based upon superior execution of the product and the Guest experience.

TRIFECTA LEARNING SOLUTIONS

...is the answer to your employee and management learning challenges.

Trifecta Learning Solutions will enable you to advance your training to a web-based system that addresses generational learning styles, decreases actual training time and costs, allows for flexibility of access, enhances retention, and can easily update your materials as changes occur in your business and the marketplace.

DVD PROGRAMS: Learning materials are customized and transferred to a DVD format utilizing an audio / visual book style. Recipes, plate presentations, sequence of service, orientations, system functions, Guest service, and much more can be documented and standardized for more consistent learning.

WEB-BASED TESTING & COURSE

MANAGEMENT SYSTEM: Assessment of learning

can be accomplished with very little administration from you and no paper! Online testing allows the learner to log on and take any quiz (open-ended or time bound) and review answers immediately to enhance learning. Reports are easily obtained by email or through a log-in to document individual career progress.

Written materials are available online in a bullet-point, colorful, visual, one-page overview format if the learner desires further reading or reference.

REWARDS PROGRAM: The testing program can be linked to a point reward system based on test scores and accomplishments. This allows the learner to choose the desired reward they want which enhancing the motivation to succeed.

EMPLOYEE & MANAGEMENT DEVELOPMENT

Learning does not stop with the initial new hire training. Effective learning is a key motivator for retaining employees and developing strength in your team.

We can also partner for your ongoing learning and developmental needs through the utilization of customized audio/visual modules that are both self-directed and self-paced for the learner. These modules can be adapted for an individual user or a workshop of users. They can then be administered through the web-based **Trifecta Learning Solutions** Course Management system.

PROGRAM OFFERINGS:

- Guest Service
- Effective Communication
- Listen to Hear
- Thinking Outside the Box
- Getting Things Done
- Behavioral Interviewing
- HR Best Practices
- Managing the Generations
- Inspirational Leadership
- Train the Trainer
- And More...

Trifecta Learning Solutions



Effective Learning for Today's Workforce

Web-based, Video Media, Customized Trifecta Learning Solutions



Trifecta Management Group

Trifecta Learning Solutions

...the next generation of learning

JILL MATHER, VICE PRESIDENT

Jill is a senior restaurant and entertainment industry training and development professional, creating innovative learning programs for Trifecta Management Group. She most recently was the GameWorks Vice President of Training and Development where she created crew member and management learning and career development programs for both the domestic and international operations.



Before joining GameWorks, Jill gained valuable experience from her 4 years as Director of Training with Famous Restaurant Group, operators of multi-themed restaurants. She also created a more innovative and effective management training program for Tony Roma's as Director of Management Training for both domestic and franchise venues. Her effective communication and presentation skills were honed by serving as Executive Trainer for Decker Communications, renowned for video feedback training in communication for executives. Her operational background was obtained through various restaurant positions: Manager for Farrell's Ice Cream Parlour Restaurants, General Manager at Lawry's and Victoria Station restaurant concepts and Director of Operations for a Tony Roma's franchise group.

She credits her ability to be both creative and innovative with learning and development to her passion and dedication to helping people be better at what they do and how they are perceived, both professionally and personally. She has a fascination and in-depth understanding of the generational differences in today's workforce which guides her learning programs.

Jill obtained her education from California State University at Northridge with Psychology and English majors, and holds numerous Certifications directly related to the restaurant training field.

NEW VENUE OPENING

Trifecta Management Group can create an exciting and learning retentive new venue opening program for your new employees that focuses on incorporating the culture of your company into the entire process. We will also make training "fun" and effective by encompassing competitive team-building games, breakout group sessions for department-specific discussions and interactive presentations throughout the timeline.

The Program is designed to cut the high cost of new venue openings while increasing retention and enhancing Guest service standards through the coordination of department learning and the use of our **Trifecta Learning Solutions** for employees.

SERVICE OFFERINGS:

- Audition style hiring of employees
- Production of opening timelines and budgets
- Selection of Trainers and assessment of any Pre-training needs
- Theatrical Approach to Orientation for a Team-building experience
- Coordination of all the Departments to be more cost effective
- "Practice" Invitational(s) prior to the opening day
- Competitive Graduation Ceremonies
- Assessment of new hires and department certification
- Train the Trainer Course

TRIFECTA MANAGEMENT GROUP

Trifecta Management Group (TMG), a dynamic new venture, established to create, develop and operate innovative restaurant and entertainment destinations, by Ron Lam, Bruce Nussbaum and Michael Auger, the recent executive management team that comprised the strategic, operational and development nucleus at GameWorks, the acclaimed restaurant and interactive entertainment concept.

The three managing partners have over 40 years of combined experience operating restaurants and entertainment businesses domestically and internationally, with vast experience in all aspects of strategic planning, concept development, project management, training and ongoing operations for all types of restaurant and entertainment destinations.

Trifecta Consulting provides a full array of management consulting services for your retail business, including strategic/business planning, design and development, operating management, staffing, menu development, marketing/sales, finance and, partnership/lease development/negotiations and of course, our Management Development and Training Services (MDTS).



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