

SERVE I.T. RIGHT HOSPITALITY TRAINING CD-ROM

David Ponting
Luke Quarrie

Georgina Robertson

Client: Fred and Meegan Gianone, Etrusco at
the Savoy Restaurant
Mentor: Dale Parsons

Supervisors: Samuel Mann and Russell Hynd

Client project mission statement:

To train staff to serve in the restaurant to ensure the best service to customers. Etrusco at the Savoy is an Italian Restaurant which is open for business 7 days a week from 5.30 till late. The restaurant is a Pizzeria & Spaghetteria and currently employees 8 people plus the owners.

Problem / Opportunity statement:

The restaurant has a paper-based system, which focuses on only one learning style. Meegan trains all new staff. If they succeed at the interview, the new staff are invited to come and work an evening at the restaurant without pay. This is beneficial for both new staff and Fred & Meegan as it allows the new staff member to try this type of serving experience and also allows Fred & Meegan the opportunity to view the employee in the work situation to ascertain if they might have the skills required to work at Etrusco. If both parties are happy to continue after this work experience, the new staff member is

applied
innovative
commercial



supplied with a training manual that they are expected to read in their own time. One on one training is also given at the restaurant, but in all it takes approximately 3 months to fully train a new employee to the standard that is required.

Project description:

The purpose of this project is to develop a training CD-ROM to help Fred and Meegan Gianone to reduce the time required to train staff. This then means that more basic training time is needed before the specialist training focusing on the restaurant style can begin. The project group intended to create an interactive training CD-ROM that will stimulate the staff into using the CD not only to learn the required skills, but also come back and improve on those skills. New staff members would be able to use this CD-ROM to get to a standard of training suitable to our client. This would mean that our client will be able to reduce the training time of new staff and therefore concentrate on adding the restaurants particular flare to the staffs training rather than covering the basics.

Project Methodology:

The chosen methodology to complete this project is that of the Software Development Life Cycle with some input using Vision Based methodology and Object-Orientated Hypermedia Design Model.

Thank you for your efforts on this project during the year. In our view you have made a fantastic effort in transforming our training manual from what it was into a training CD-ROM that reflects our business.

Federico and Meegan Gianone

Handwritten signatures of Federico and Meegan Gianone in black ink.