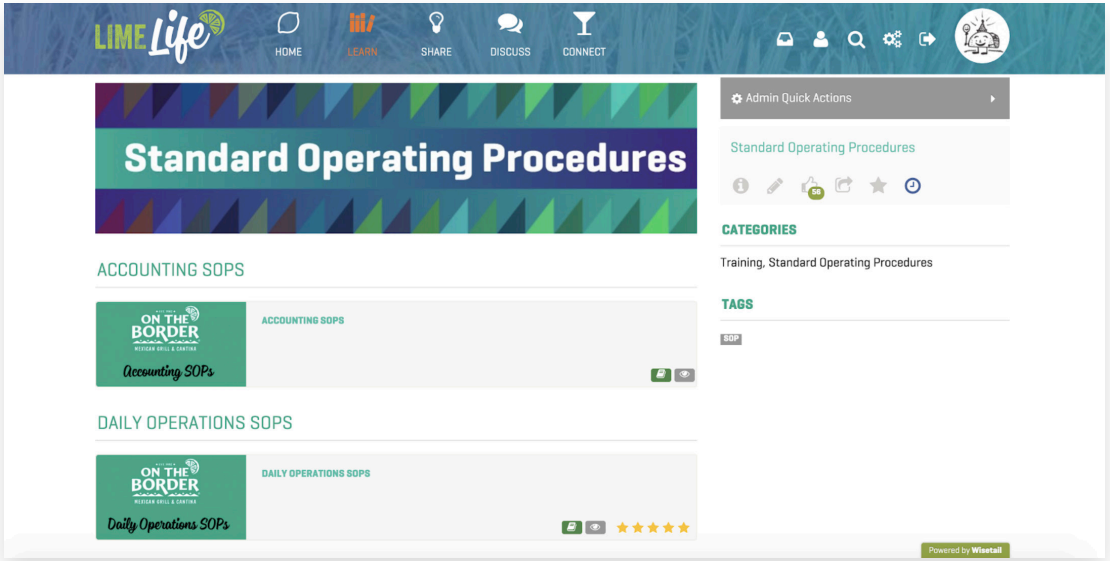
Whataburger & Wisetail

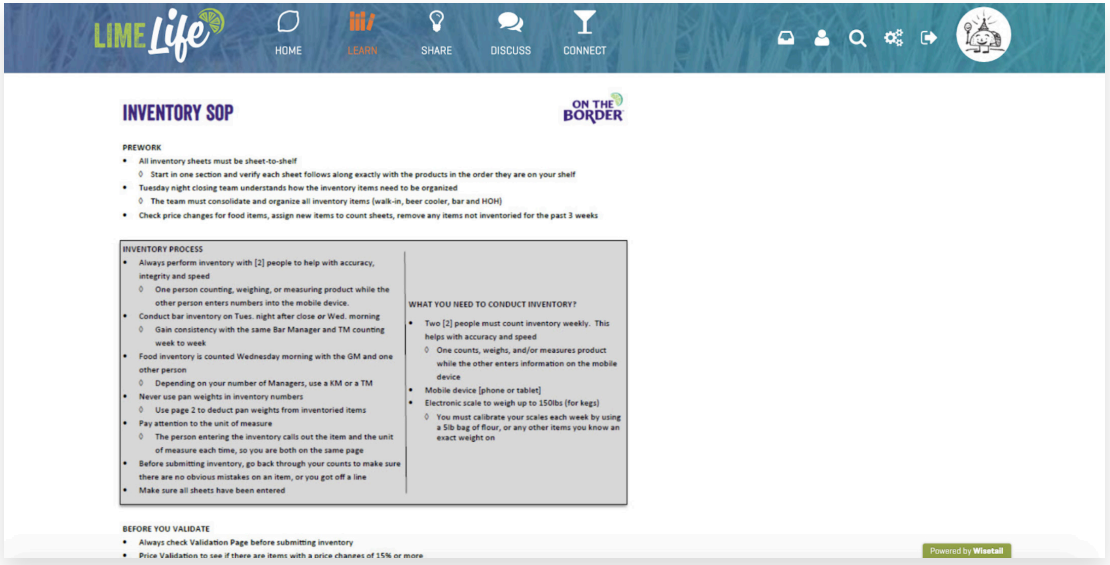
JUNE 13, 2019

QUESTION ONE

Digital Publishing –
Ops Manual, OGB, MIT manuals, etc

If the manual does not currently exist, it can be built and published directly within Wisetail through the course authoring tools. *(First example)*



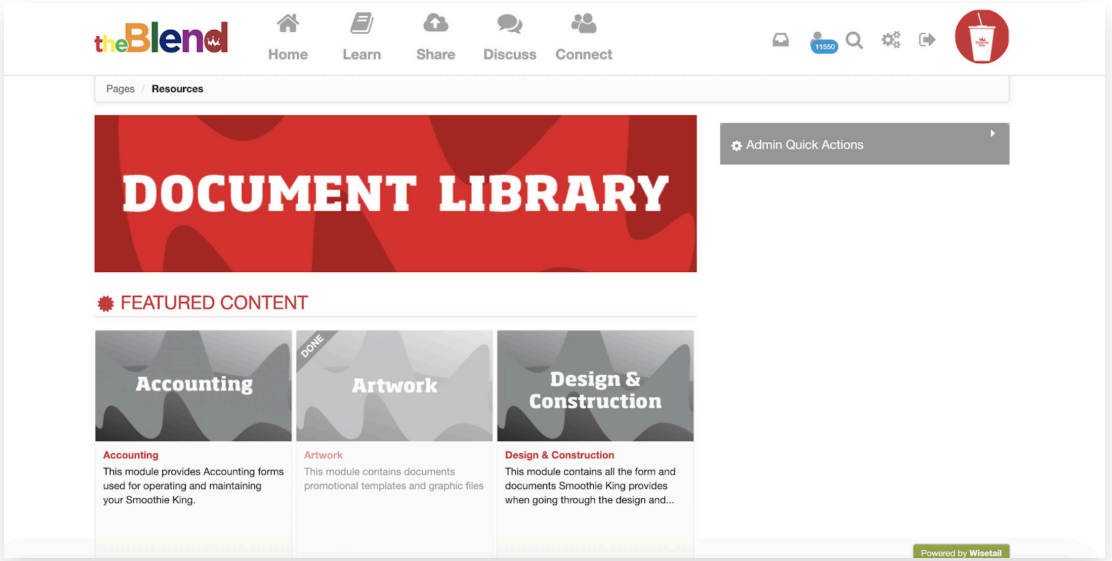


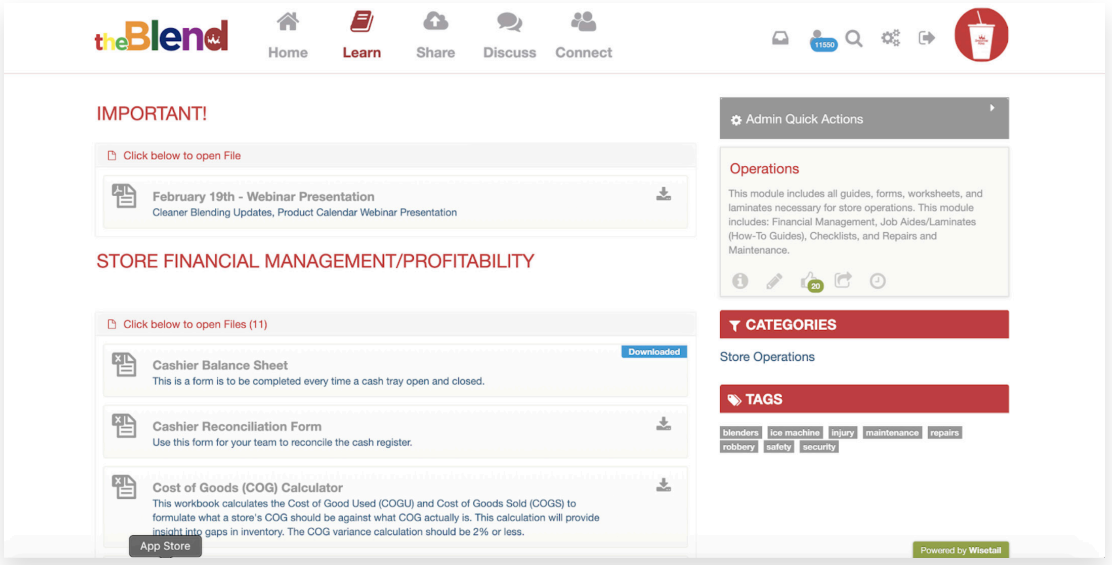
QUESTION ONE

Digital Publishing –
Ops Manual, OGB, MIT manuals, etc

If the manual already exist, living externally via PDF, Word Doc, etc., it can be uploaded or embedded and hosted through a resource library. *(Second example)*

Existing manual hosted through a resource library





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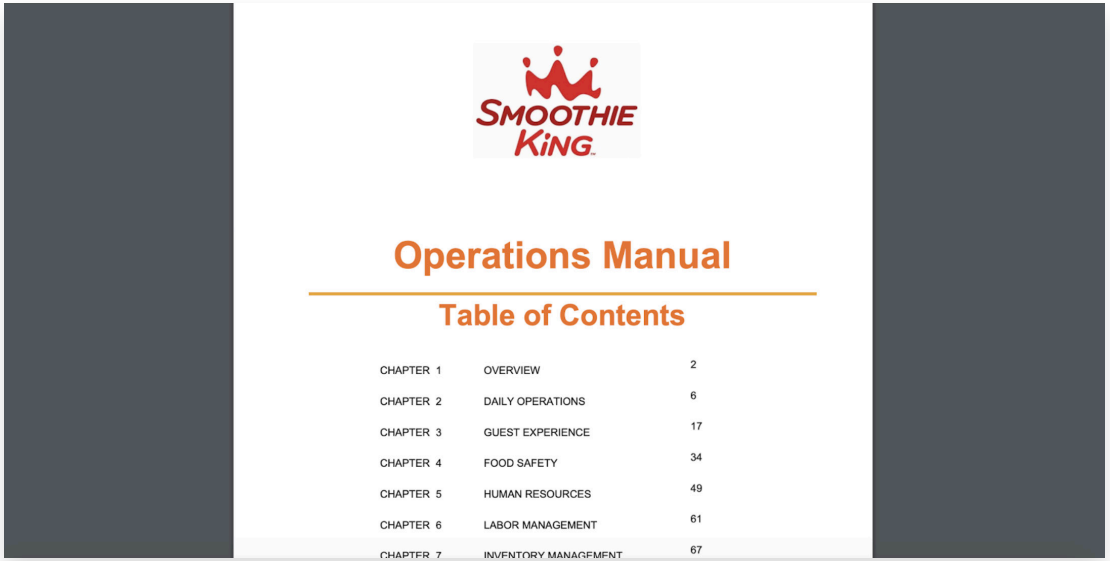

SMOOTHIE KING

Operations Manual

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QUESTION TWO

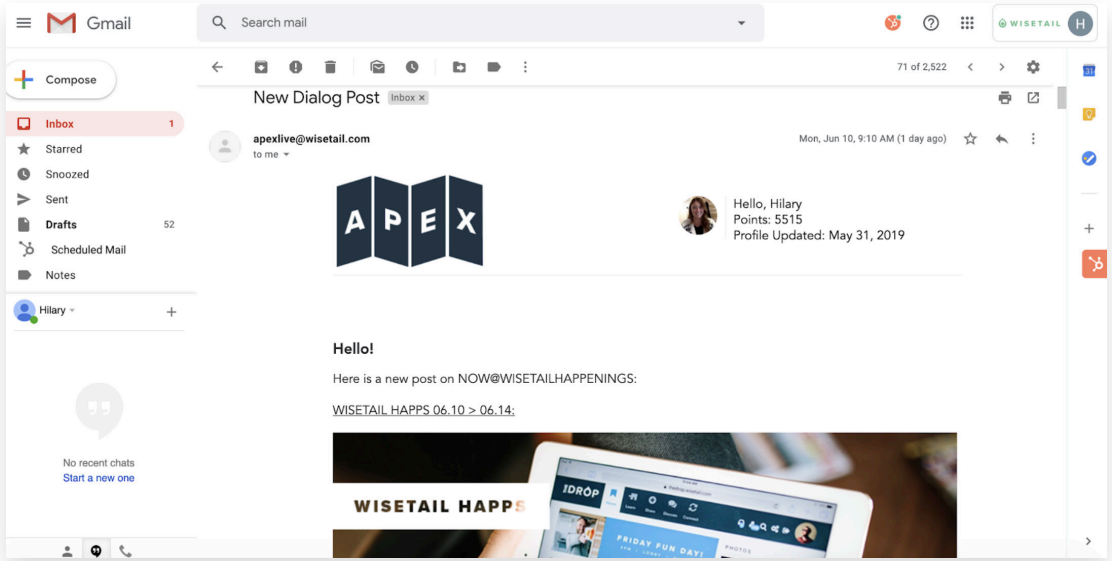
Digital L&C – an integrated notification system that leverages technology to deliver meaningful digital messages (for example – wouldn't it be great if the system could let a GM know that a Manager is ready to be evaluated?)

There are a few different ways the system can leverage technology to deliver messages.

The system builds and encourages a sense of community culture through social communication with open topic based discussion boards. There is no limit to how many discussion boards you can have, they can be:

- concept based
- location based
- department based
- position based
- company wide

If a new discuss board is created or a new communication update is pushed out the users who have been specified as the audience will receive email notifications *(First example)*



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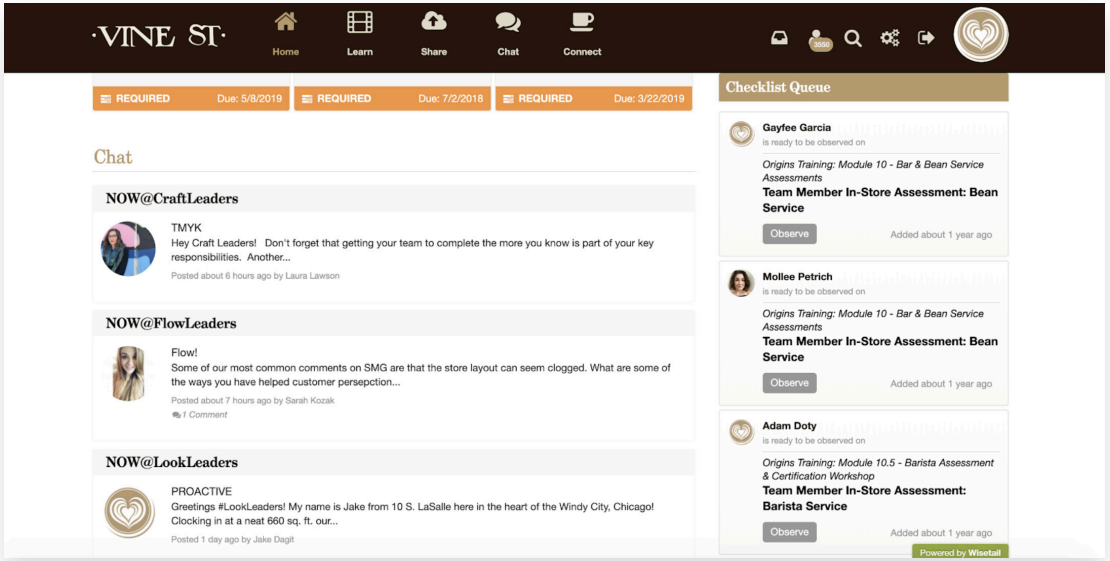
Digital L&C – an integrated notification system that leverages technology to deliver meaningful digital messages (for example – wouldn't it be great if the system could let a GM know that a Manager is ready to be evaluated?)

Observation Checklists are the idea of blended learning which enables individuals to facilitate, evaluate and record on-the-job training with those who need to be evaluated in a live setting. Users are added to Checklist Queue to let managers know they are ready to be observed or evaluated.



QUESTION THREE

Digital Ops Execution – checklists for restaurant ops such as Food Safety Walk, OEW, cleaning, prep, etc.

We do have an operations platform under our brand and umbrella of solutions called Ontrack. We are in the early stages of integrating the two products into one fluid system to form a full enterprise solution. We're currently working on this for RBI (Burger King & Tim Hortons.) We can offer early adopter pricing if we look at doing an integration of these systems.

intertek ontrack

FOCUS ON OPERATIONS

Holistic Solution: Content based on operating skills audit/diagnosis, training, communication, performance benchmarking and operational functionality

Operational Benchmarking: Automated collection of people assurance levels / gaps vs expected levels, customer data

Operational Relevance: Configurable to the store level, ensuring team members are trained on the specific menu items, equipment and language of the individual location

Content Strategy: Develops content for organizations

Social Experience: Social networking features to interact on a day-to-day basis despite being in disparate locations and provides tools for them to develop their own content

HOW CUSTOMERS USE ONTRACK SOLUTIONS

Operations- Ontrack

- **The platform includes:**
- A learning centre in which employees can be assigned specific courseware plans and a knowledge forum
- KPI benchmarker tool
- Communication tool

REAL TIME OPERATIONAL EXCELLENCE IN QSR

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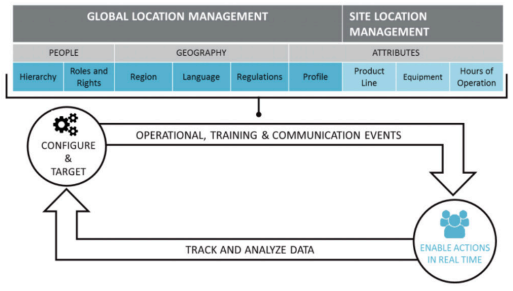
intertek ontrack

THROUGH REAL TIME DATA DRIVEN INSIGHTS, ONTRACK DRIVES OPERATIONAL EXCELLENCE AND MITIGATES RISK WITH GREATER CERTAINTY THAN EVER BEFORE

- **Real Time Learning**
  Focused, relevant and timely for each user experience
- **Gamification**
  Learn by doing in a controlled environment
- **Social Knowledge Forum**
  Your virtual training guide
- **Target Knowledge Gaps**
  Data driven insights drive performance
- **Task Management**
  Manage all your procedures and standards at every location to drive operational excellence
- **Data Driven Operations**
  Create a data line of sight to all of your operations



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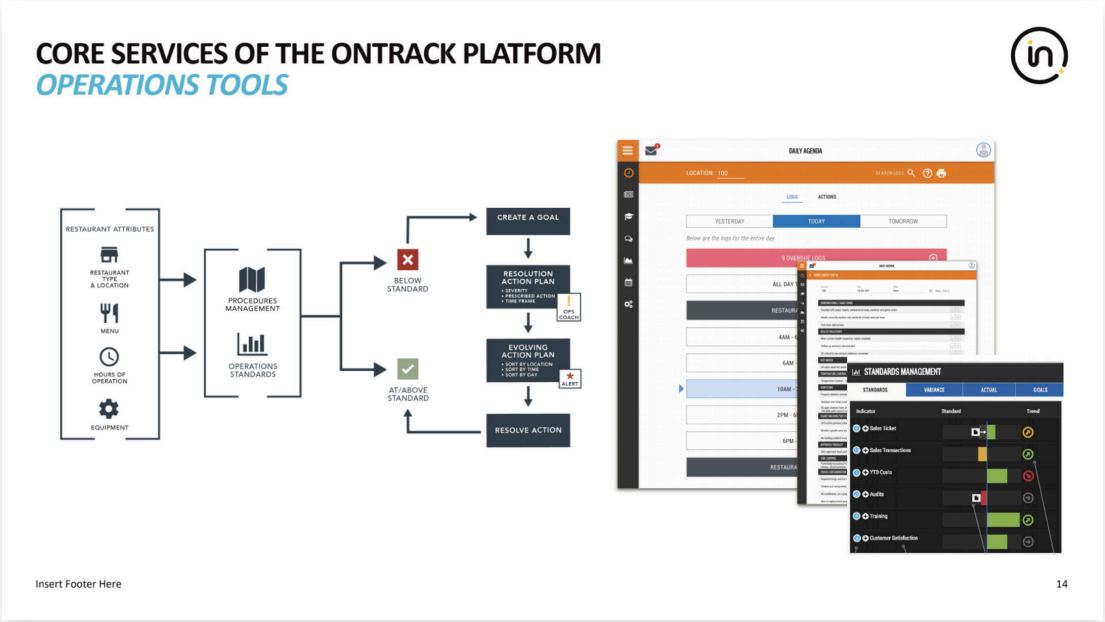

QUESTION FOUR

Digital Proficiency and Performance Support – providing information/content to individuals when and where they need it – basically organized around Proficiency (getting you trained for a role) and Performance Support (just in time information to help me do a task or answer a question)

Wisetail was created to provide users with a tailored, relevant and user friendly experience

Configured for users to see subsets of content and materials based on specific user attributes such as who they are within the organization

- Job title
- Location (store ID or Region)
- Department

Users get enrolled and permissioned into specific content based on these different user attributes so they only see and access what's most relevant to them (like position based training or location specific materials)

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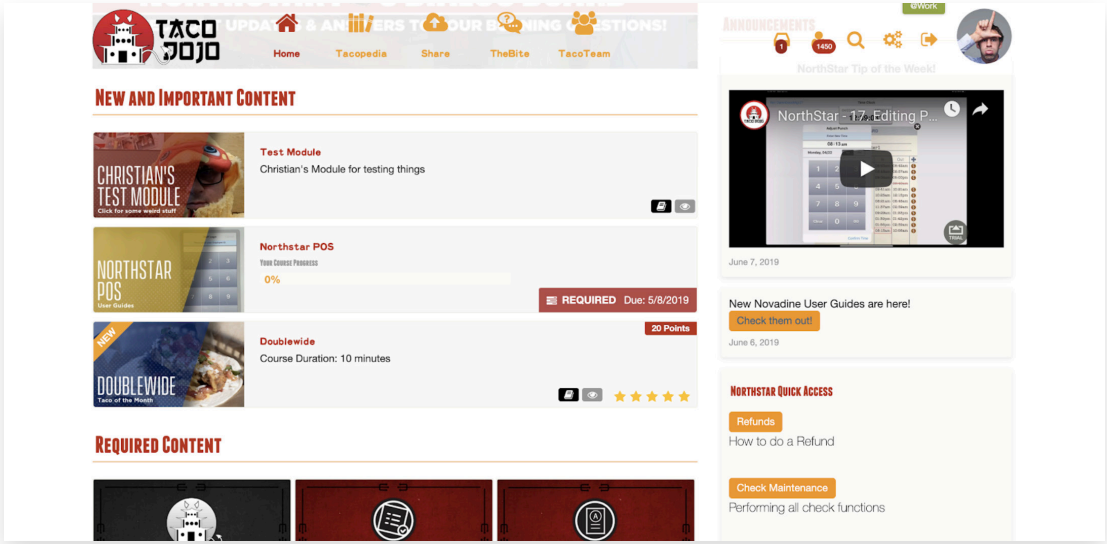
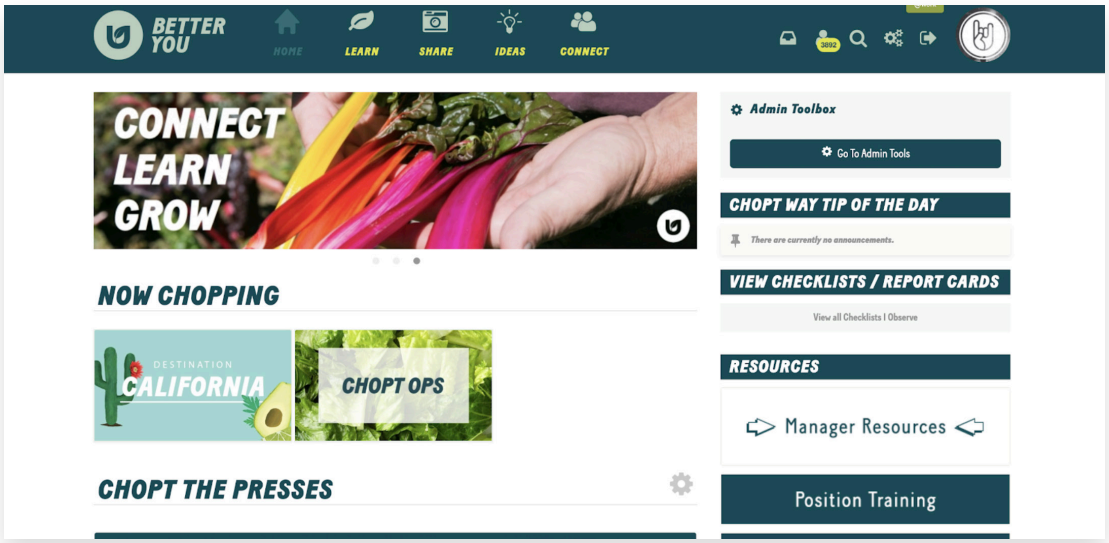


Homepage featuring new & important content, as well as required content



Homepage featuring news this week (Now Chopping) and Position Training

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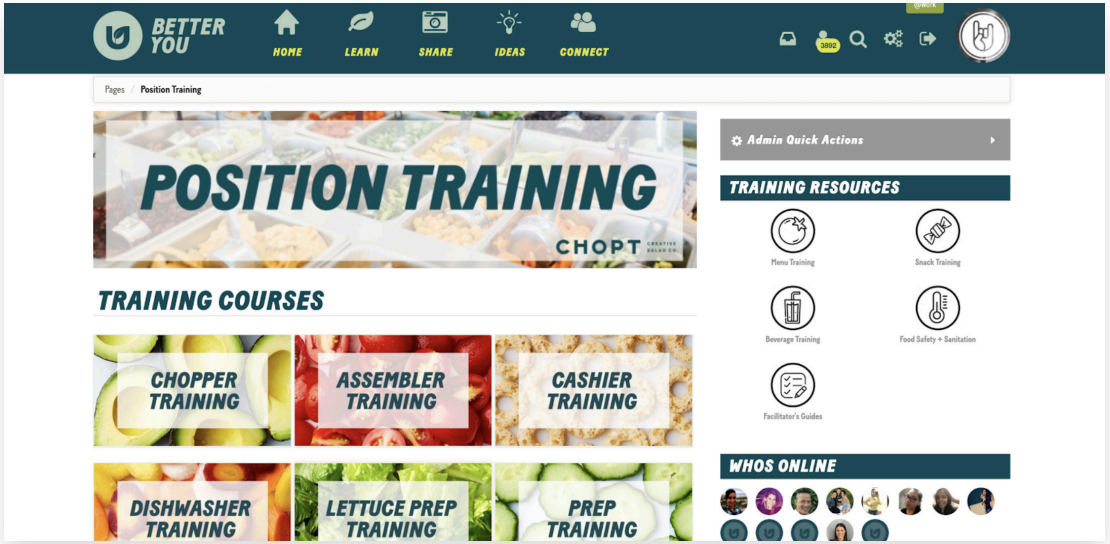
Continued...

Homebase, as a needed tool, that equips end users with all the resources they need to be successful and continue to grow and develop within the company

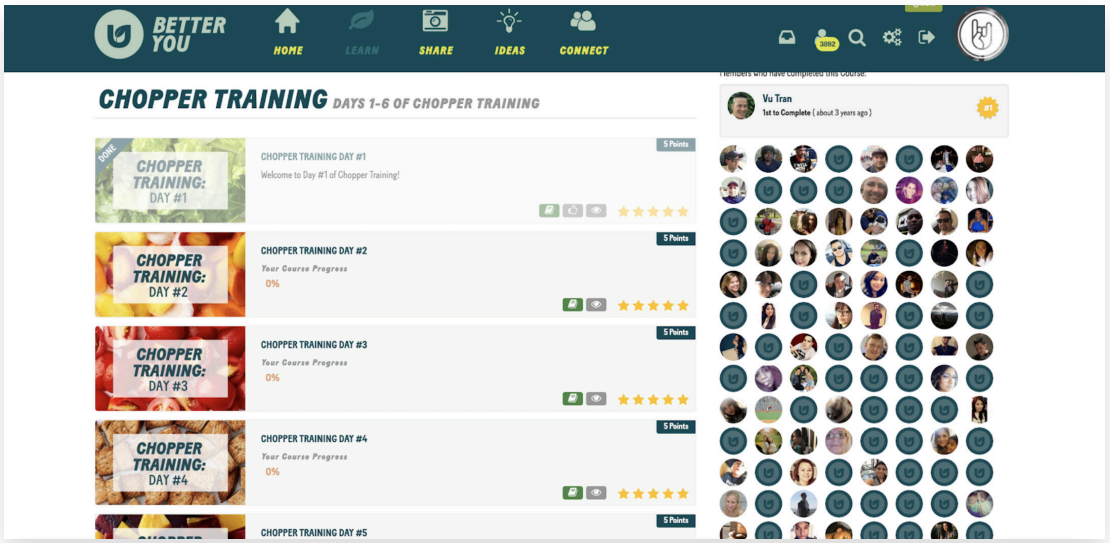
These resources, materials and content live indefinitely within the learn library so they can be searched and accessed on a need be basis

The platform provides end users with knowledge checks to help them retain learning content and materials

- flash cards
- quizzes
- tests



Position based training (Chopper)



Guided training path for Choppers

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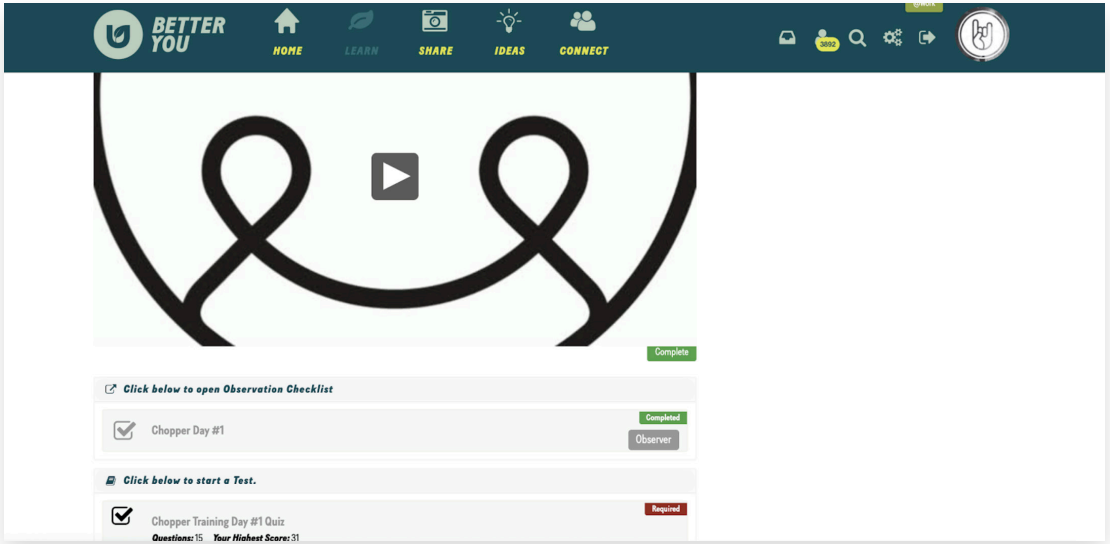
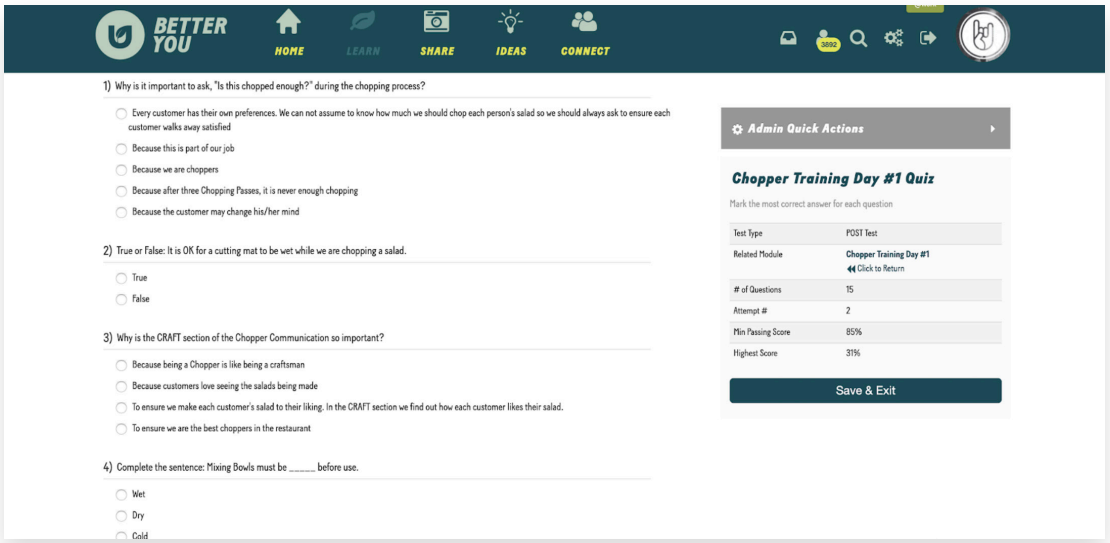
Continued...

Tracking and reporting to gauge users progress and performance

A place where users can come to ask questions, engage and communicate with others throughout the organization



Job title specific content for Choppers



Chopper knowledge check via quiz

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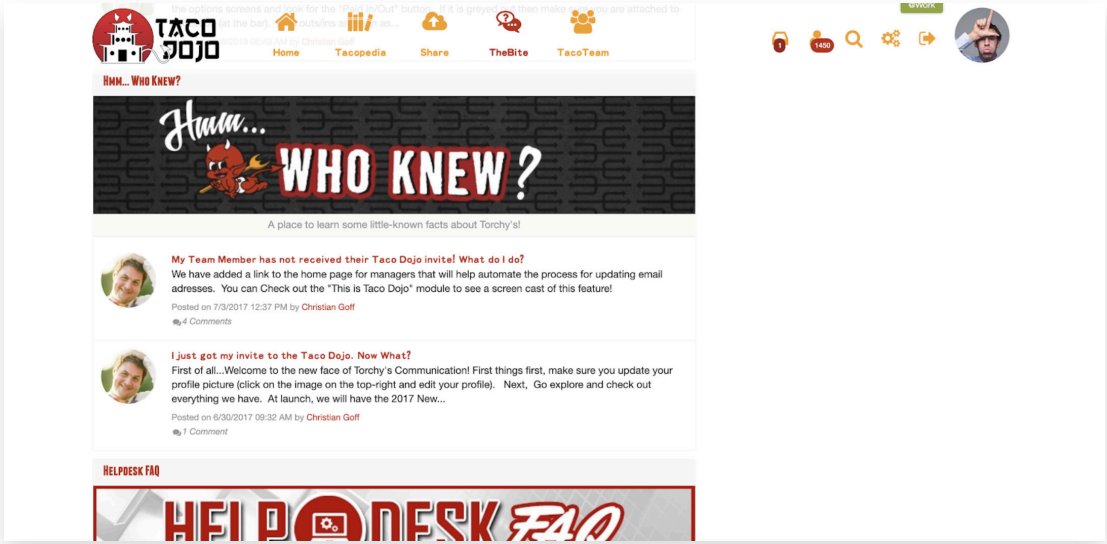

Communication (FAQ) Board

Where the answer to the above question lives