

Outback Training App: User Story

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Outback training is long and intense with the amount of information one has to take in. The trainee, Ashton has to go through over twenty online courses before she comes in for their first in person classroom. All of these courses are about the menu knowledge they need, standards of Outback, and so on.

Then on day one of classroom, Ashton has to sit in a 5-hour class where they discuss generalized knowledge, principles and beliefs, and concept type of teaching. It's in this class she is supposed to put the knowledge they learn to memory as they all go over scenarios and questions made by corporate. She gets to try some of the different foods, such as the Alice Springs Chicken or the Bloomin' Onion, which she has seen in her online classrooms as a way to help remember what's in them. This is beneficial because she is able to have two forms of the same information, both visually and physically, and therefore solidifying that information of ingredients and taste for later when she is on her own with tables. **Through this classroom though, Ashton is overwhelmed with information**, and is given packets about all of the different standards, and table experience pacing in hopes that she remembers it all. **The trouble is that she loses the papers after that day**, and then later if she needs to know the principles and beliefs or small details she wrote down, the notes are lost. **Then later, when Ashton is on her own, she doesn't know the answers to the Corporate visitors' questions when they come in for a visit. Overall, for this day alone, the consistency in knowledge is struggling, and the revisiting of information can be lost, and therefore Ashton is aggravated and overwhelmed at the fact that she can't remember everything and is worried it'll become a problem later.**

Next, on day two of classroom, Ashton goes over more position specific training. She further analyzes different scenarios that could happen, like if a table gets mad because their steak is undercooked, or what to do in the case of special dietary restrictions. She gets to try different bar drinks, such as the Wallaby Darn or the Sauza Gold Coast Margarita, so that she can have a better grip on recommending a few. This has the same effect as trying menu items in the first class did, in that it reinforces information that was previously read. It's a more detailed version of day one with almost the same issues of feeling overwhelmed with the amount of information she is expected to know.

Now, Ashton is on the floor for the next three shifts with her follow shifts for training. A whole new set of confusion and inconsistencies begin. It is ideal to schedule the trainees that have been through all of this so far together, in a way to let them be together throughout the on the floor training. This allows for a build in companionship and helps them feel less out of the group when working. Here lies the first inconsistency and lack of communication through managers and trainers. **Ashton got separated after the third day, breaking up that ability to struggle with her newfound companion, Sarah who she seems to barely see in the coming days. This causes her to feel anxious and out of the loop of everyone who already know everything.** If she was able to work with Sarah, they would get to see that they were both struggling, and therefore have a bit of reassurance that they didn't need to know everything right at that point. It also allows her to have someone to talk to since she has been with her for the past few days.

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On top of the struggle for consistent scheduling among trainees, **trainers aren't using their daily training check sheets that help guide the trainees like Ashton to proper and thorough guidance.** These help Ashton feel reassured that she is learning and staying focused on what she is supposed to know for that day. This lack of using the sheets is due to managers not handing them out, and trainers not knowing to use them until it's too late.

As the shifts continue, Ashton should be focusing on learning the menu's hundred plus items and their ingredients. She also needs to begin to learn the computer's set up so that she can swiftly ring in items as she goes through the day. **This is hard to focus on sometimes, because the trainer and Ashton gets busy throughout the shift, and don't have time to focus on the details.** She needs to be able to understand the computer, and the different things on it that helps with pace of each guests visit, so that it is the smoothest experience possible. During the shift, she is ringing up a table's order, but mixes up the full order of ribs for the rack of lamb due to the abbreviations seeming similar. This isn't noticed until the food comes out, and now all of the food for the table is delayed because of the ribs were never made, and then the lamb is wasted. The table is frustrated because one person isn't able to eat for at least eight minutes. The trainer is annoyed because now her tip is being affected because the trainee messed. The manager is aggravated because he has to comp the meal and put a discount on the check. Ashton is worried that she'll get in a lot of trouble for the mix up, and while everyone understands, Ashton feels bad, especially since her trainer got a 10% tip on the check because of her mistake. Overall though, the ability to work through a shift is worked on, but the smaller details that will come to play later when Ashton is on her own is looked over, and therefore the likelihood of a mistake like this increases.

Finally, as she comes to the end of her training, Ashton is placed with the two biggest things in her training, the menu test and the manager wait. Passing these two things is the only way she can get on the floor by herself. She's nervous because the menu test is a giant test that tests the person on the knowledge of ingredients, sizes, and abbreviations for the different items, and while she had a study guide, the wording on the actual test is different and confusing. **It can be quite overwhelming in the amount of information that is needed to know, and while Ashton was told it would take an hour, she is stuck there in frustration for 5 hours, and now can't do the manager wait the same day.** The manager wait can only be started after this test is finished, and it has to be set up for a time that works so that the manager is not taken away from the restaurant at a busy time. **The problem is that it is always inconsistently scheduled and then interrupted during, and therefore causing it to last longer than needed.** During the manager wait, Ashton is nervous and seems to be lacking in the proper information more, therefore causing the need for a second one and therefore causing a hindrance of her being able to start. She's been in training for over a week, and just wants to start making tips, and more than minimum wage. She's frustrated because Ashton was never really told about the manager wait, and didn't really know what to expect, therefore adding to the reasoning of needing a second round due to lack of preparation. **Overall, for this, Ashton is annoyed with how overwhelming and confusing everything was, and just wishes it was a bit more organized and that she would've felt ready for the manager wait, and in turn, the floor.**

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