

Marriott International
Learning + Development

UPDATE: OPERATIONS LEARNING REFRESH

FRANCHISE

July 27/28, 2016

Agenda

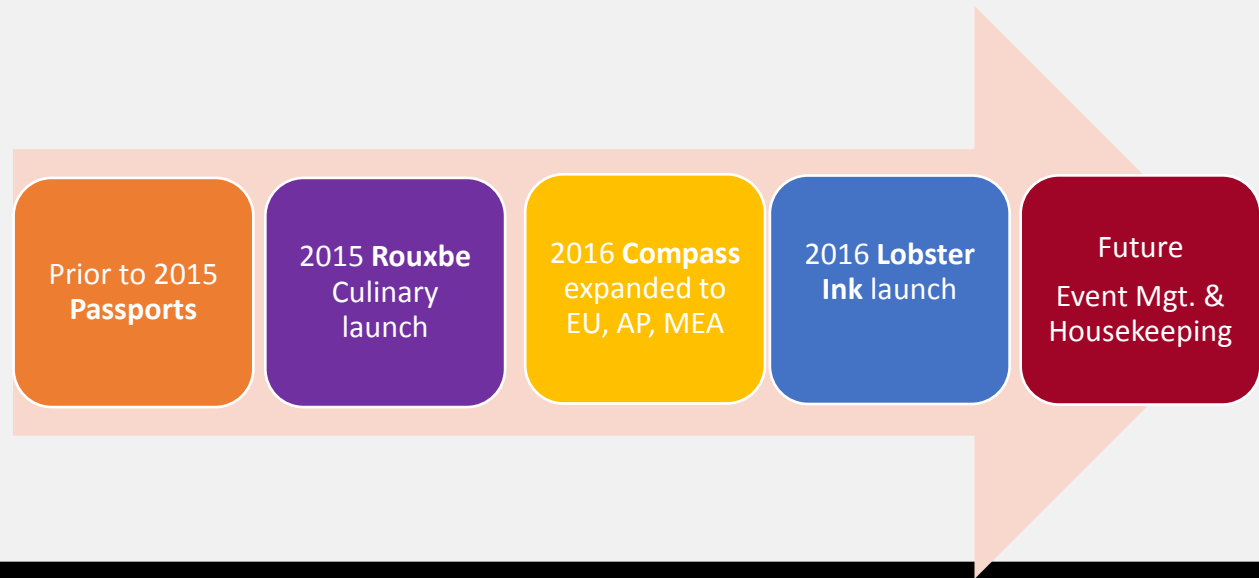
- Introductions Operations Training Refresh
- Rouxbe Cooking School
- Lobster Ink Restaurant & Bar
- Compass Front Office
- Tuition
- Questions/Concerns
- What's Next

Why Refresh?

Our Goal:

- **Commitment to learning and talent development and enhancing core skills**
 - Provides cost-effective training solutions for F & B
 - Offers professional best-in-class multimedia learning platforms
 - Job enrichment opportunities
 - Elevates Front Office training, foundational cooking, international bar standards, and hospitality skills and execution

- **Multi-Year Journey**



Programs and Access

- EIDs are required for all programs
- Compass – required training and Brand Standard for franchises
- Rouxbe and Lobster Ink – Optional but recommended

What is ROUXBE?

- Founded in 2005, Rouxbe is the world's leading online cooking school. Marriott is thrilled to be the only global hotel company that offers exclusive access to more than 1,500 culinary training modules, 2000 quizzes, assessment tools and practice exercises, which allow your team to earn industry-recognized and accredited professional certifications. All culinary associates are invited to take advantage of this powerful resource. Associates who complete the program will earn a Marriott Culinary Certificate.

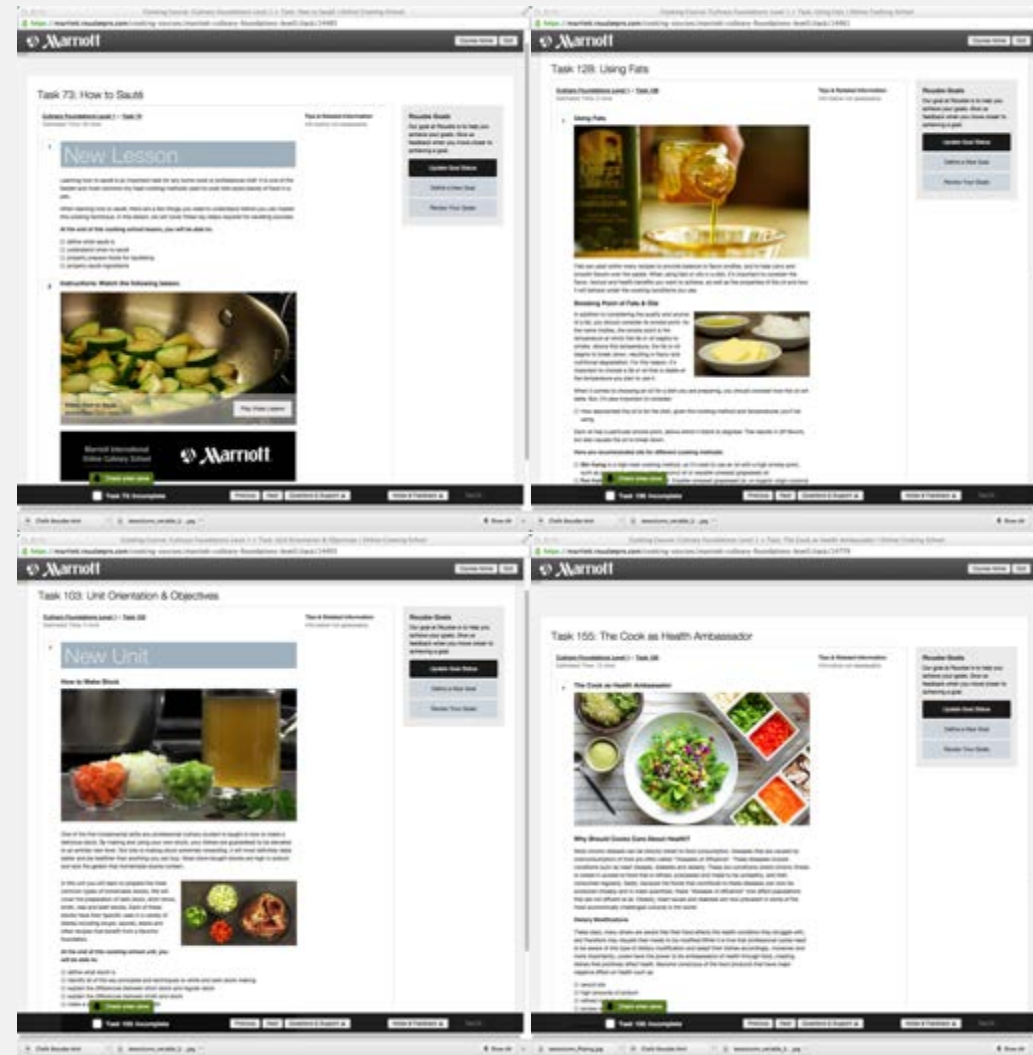


INTRODUCTION TO ROUXBE

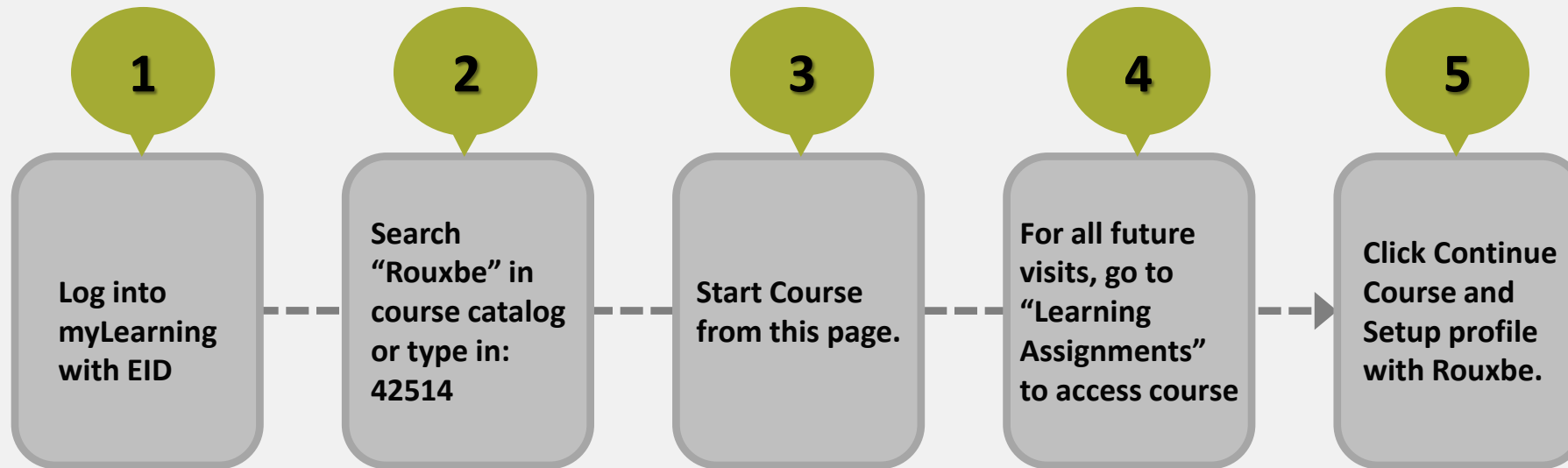
Features:

- Self-Paced Lessons
- “How-To” Videos
- Tips & Best Practices
- Self-Assessments
- Video & Photo Uploads
- Online Journal For Notes
- Learner Progress Reports
- Leader / Ranking Board
- Intuitive Property & Regional Reporting Capabilities

<https://extranet.marriott.com/mgs/common/lodging-operations/food-and-beverage/culinary/rouxbe>



How Do You Sign-Up for ROUXBE?



For additional information, search "Rouxbe" on MGS.

F&B or Culinary Leader Role

- Complete initial property registration for Rouxbe via myLearning
- Enter property information
- All future users will be able to select property directly from the Rouxbe catalog

These are participating properties based on your search criteria:

Portland Downtown Marriott	Join
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Don't see your place of employment? Please take a few moments and tell us who you are and we will send off your request to Marriott International.

Who are you?*

☐ I am a cook, chef or other person NOT authorized to incur charges, but I'd like to request access to this resource.

☐ I am an Executive Chef, CLS Regional F&B Leader or Corporate F&B Leader authorized to incur the \$900 charge on behalf of my hotel.

Proceed to the Final Step

Learner Role

- Use EID to access myLearning and select Rouxbe course
- Sign-up for Rouxbe; it will then be in My Learning Assignments
- Takes an active role in training
- Completes tasks and lessons
- Complete course and receive certification

The screenshot displays the myLearning interface. At the top, the 'Catalog Search' section shows a search for 'Rouxbe Online Cooking School' with filters for Languages (Primary: English (English), Secondary:), Currency (USD (US Dollar)), and a 'Go' button. Below this, it indicates 'You searched for "Rouxbe Online Cooking School"' and shows 'Courses (637)' and 'Social Learning (0)'. The 'Narrow Courses:' section is visible. On the left, the 'My Learning Assignments' section lists two courses: 'PivotTable Filters, Calculations, and PowerPivot' (COURSE TECH-5879-ALL) and 'Rouxbe Online Cooking School' (COURSE 425214), both marked as 'Self-Assigned'. The 'Rouxbe Online Cooking School' course is highlighted with a red box. On the right, a detailed view of the 'Rouxbe Online Cooking School' course (COURSE 425214) is shown, also highlighted with a red box. It includes a course description, a 'Free' label, and a status of 'Already Assigned'.

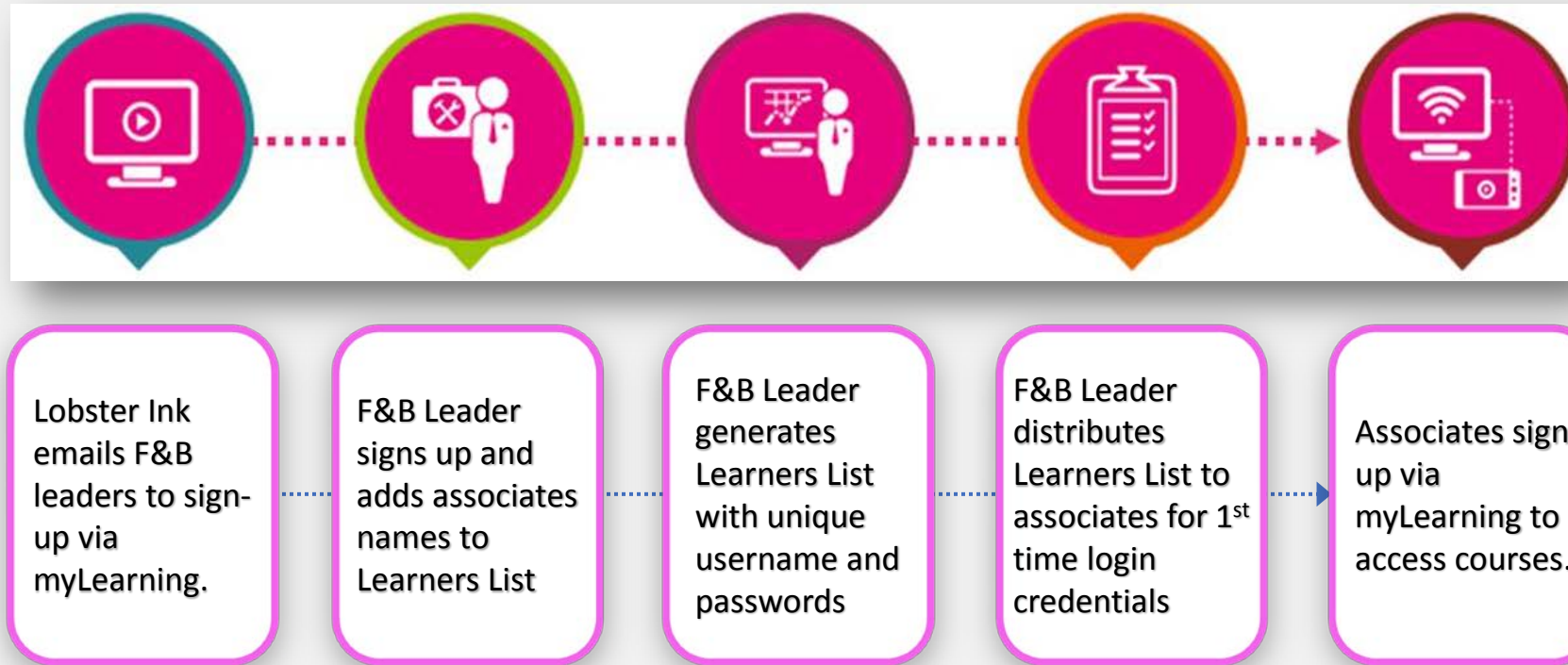
What is LOBSTER INK?



- A hospitality education platform that teaches international standards, skills and product knowledge to hospitality staff and management, across 100 countries and 80 nationalities.
- Simple but powerful training platform that allows for efficient learning and easily tracked performance.
- Over 70 hours of cutting edge professional skills and product knowledge training for Restaurant & Bar associates around the world.
- All Restaurant & Bar associates are invited to take advantage of this spectacular resource.

For Additional information visit: <https://extranet.marriott.com/mgs/common/lodging-operations/food-and-beverage/training/lobster-ink>

How Do You Sign-Up for LOBSTER INK?

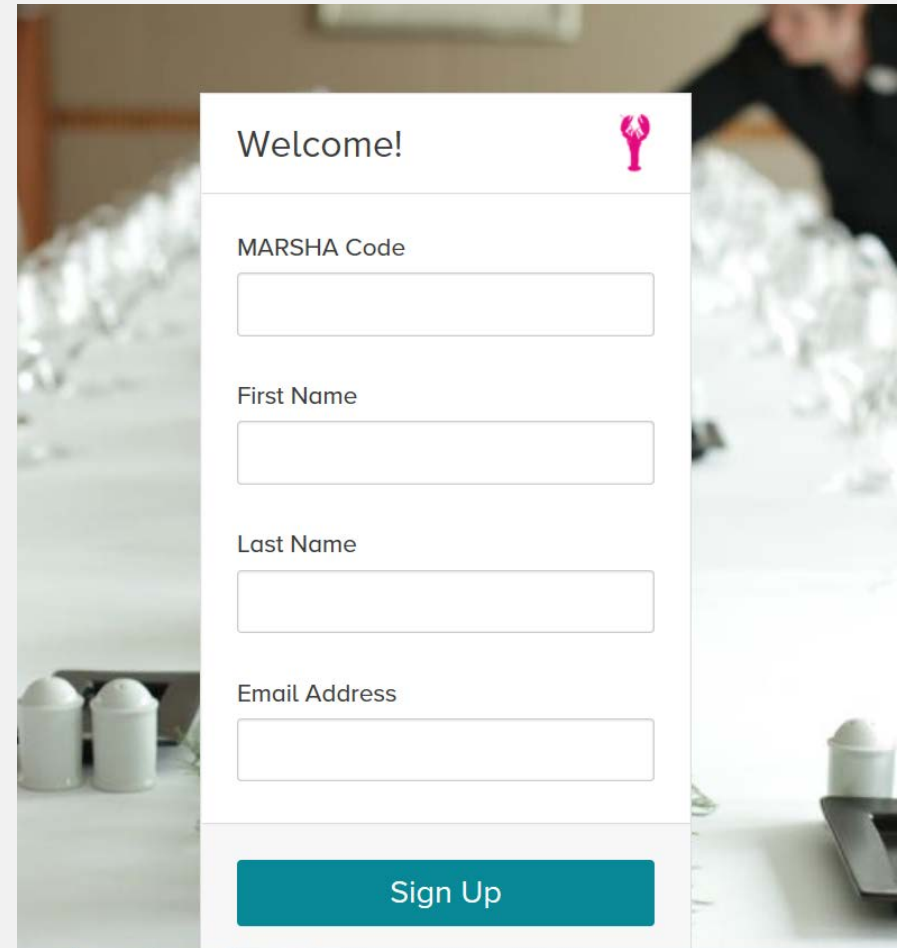



Restaurant and Bar Curriculum



Coach (F&B Leader) Role

- Completes initial enrollment
- Adds associates as new Learners
- Distributes initial user credentials
- Adds new associates as they hired



Welcome! 

MARSHA Code

First Name

Last Name

Email Address

[Sign Up](#)

Add Learners

HomeEstablishmentLearnersPracticalsActivityCoursesSubjects

Learners

Add LearnersMove LearnersDisable Learners

PrintLearners PdfExcel Export

Establishment ~Department ~Outlet ~Learner ~Username ~Progress ChartHistoryProfile

SearchSearchSearchSearchSearch

Marriott - Sheryl TestSHERYL GOLUBsgolub002ViewViewE

Display 10 records per pageShowing 1 to 1 of 1 recordsFirstPrevious1Next

Add Your LearnersReturn to Establishment Page

As a manager at your establishment, you are going to turn your staff into learners.

Department

All Departments

First NameLast Name

SamSmith

EmilBarna

SarahSimpson

First NameLast Name

First NameLast Name

+ Add Another Learner

Submitting will upload 3 learners to the Marriott - Sheryl Test establishment

Finish

14

Distribute Usernames

Marriott - Sheryl Test



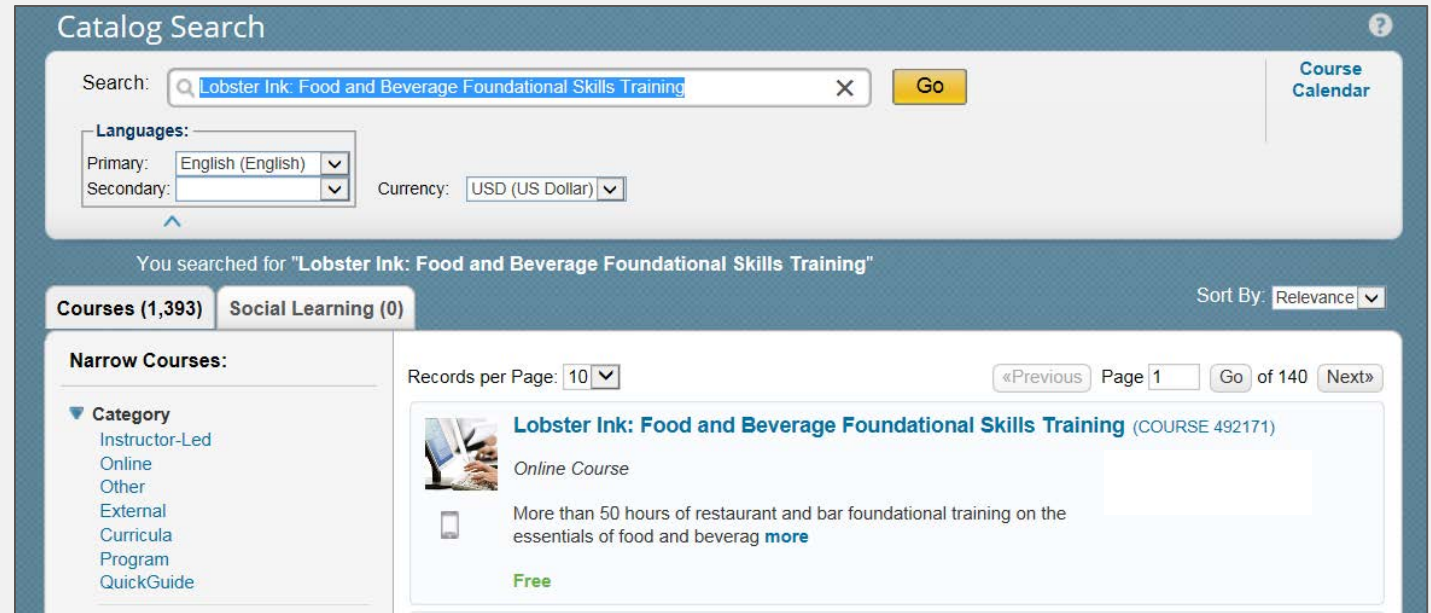
Learners

First Name	Last Name	Username
Emil	Barna	ebarna001
SHERYL	GOLUB	sgolub002
Sarah	Simpson	ssimpson003
Sam	Smith	ssmith075

Learners may use the password 1234 for the first-time login. Please ensure that this password is changed to a personal password after the learner's first login.

Learner Role

- Uses EID and initial credentials for first time login
- Uses EID to access myLearning and Lobster Ink courses
- Takes an active role in training
- Completes tasks and lessons
- Remains ultimately responsible for own learning and development



What is COMPASS?



- New hire Front Office associates - FSPMS and Opera users
- Available in Europe to: JW Marriott, Renaissance, Marriott, Courtyard, Fairfield Inn & Suites, Residence Inn, AC Hotels, Marriott Executive Apartments, and Moxy
- Brand Standard

COMPASS

NAVIGATING THE FRONT OFFICE

For additional information, visit:

<https://extranet.marriott.com/mgs/common/lodging-operations/rooms/training-courses-and-development/compass-navigating-the-front-office/default.html?ci=2>

The Basics

Compass is an interactive and dynamic learning program that combines robust and self-paced hospitality, technical, and hands-on training, delivered via the preferred learning modality of the millennial work force.

WHAT?

WHY?

Compass helps build a better, more well-rounded Front Office associate. A single source for comprehensive and consistent Front Office new hire training, Compass has the cumulative effect of not only teaching participants how to navigate various systems, but also how to incorporate service excellence into every interaction.

New hire Front Office associates, supervisors, and managers (all positions) at managed and franchise hotels using FSPMS or Opera.

WHO?

Participating Brands



Manager Role

- Selects coach(es)
- Creates, customizes & manages Learning Plan
- Prepares coach and participant
- Provides support
- Uses diagnostic tools to check progress
- Provides sign-off and marks Learning Plan complete

Compass Manager View

Learning Plan

Manager's Name: Irene Dowry

Coach's Name: Vincent Cho

Coach EID: kamcc229

Participant EID: kamcc229

Participant Name: Irene Dowry

Participant ID: kamcc229

Start Date: 10/30/2015

End Date: 01/20/2016

Required Courses

- Level 1: GETTING STARTED
- Level 1: INTRODUCTION TO MARRIOTT & MARRIOTT REWARDS

What would you like to do?

- Complete Compass training (participants)
- View/print coach materials (coaches)
- Create/manage Learning Plan (managers)

compass final training certification

Please indicate which of the following training and diagnostics were completed. As a reminder, every new hire from Office trainees must complete all of the courses and assessment/certifications in Level 1. Level 1 is a four-week all practice level which every participant should complete.

Learning Plan:

- ☐ Level 1
- ☐ Level 2
- ☐ Level 3
- ☐ Level 4
- ☐ Level 5

Diagnostics:

- ☐ Level 1
- ☐ Level 2
- ☐ Level 3

Please sign below to confirm that all assigned training and corresponding diagnostics have been satisfactorily completed. (Photo copy to be placed in new hire's personnel file)

Trainee's Signature: _____ Date: _____

Coach's Signature: _____ Date: _____

Manager's Signature: _____ Date: _____

level 1 diagnostic tool

Note: This diagnostic tool is designed for the manager to test, in as realistic an environment as possible, the new hire's knowledge and ability to apply it. At this stage, since the trainee is not interacting with guests, testing is done mostly through role play. This is your opportunity to evaluate the new hire's ability to apply their knowledge in a "practical" environment.

Your sign-off on the items below means that you have witnessed and confirmed the trainee's abilities.

Getting Started

Can the trainee provide directions from the front desk to various locations in the hotel, including as applicable (add or replace with others as needed):

- ☐ elevators
- ☐ restrooms
- ☐ the Business Center
- ☐ on-property dining
- ☐ meeting/ballrooms
- ☐ the gift shop
- ☐ the pool/gym
- ☐ Concierge or Club Lounge

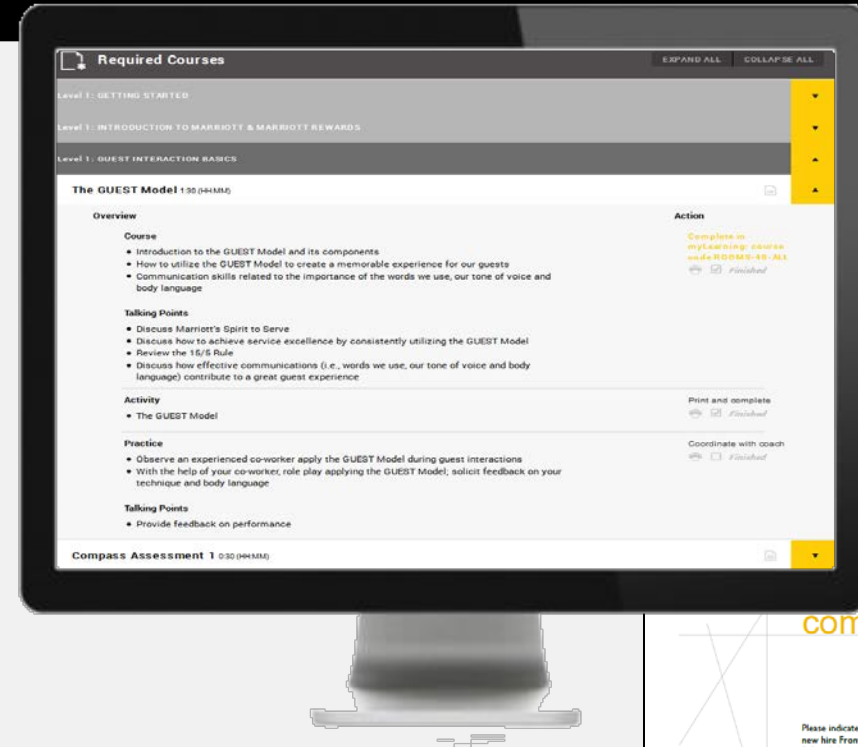
Introduction to Marriott & Marriott Rewards

Can the trainee demonstrate where they would go to answer questions about Marriott Rewards? (Do not provide the MarriottRewards.com website address.)

- ☐ Once on MarriottRewards.com, can he/she find points earning information?
- ☐ Explain how you, the guest, can sign into your Marriott Rewards account?
- ☐ Perform a Marriott Rewards enrollment from the front desk?

Coach Role

- Guides new hire through training
- Coordinates practice and other activities
- Remains actively involved
- Ensures participant progress
- Updates manager
- Signs final training certification



compass final training certification

Please indicate which of the following training and diagnostics were completed. As a reminder, every new hire Front Office trainee must complete all of the courses and assessments/certifications in Level 1. Level 4 is a four-week all practice level which every participant should complete.

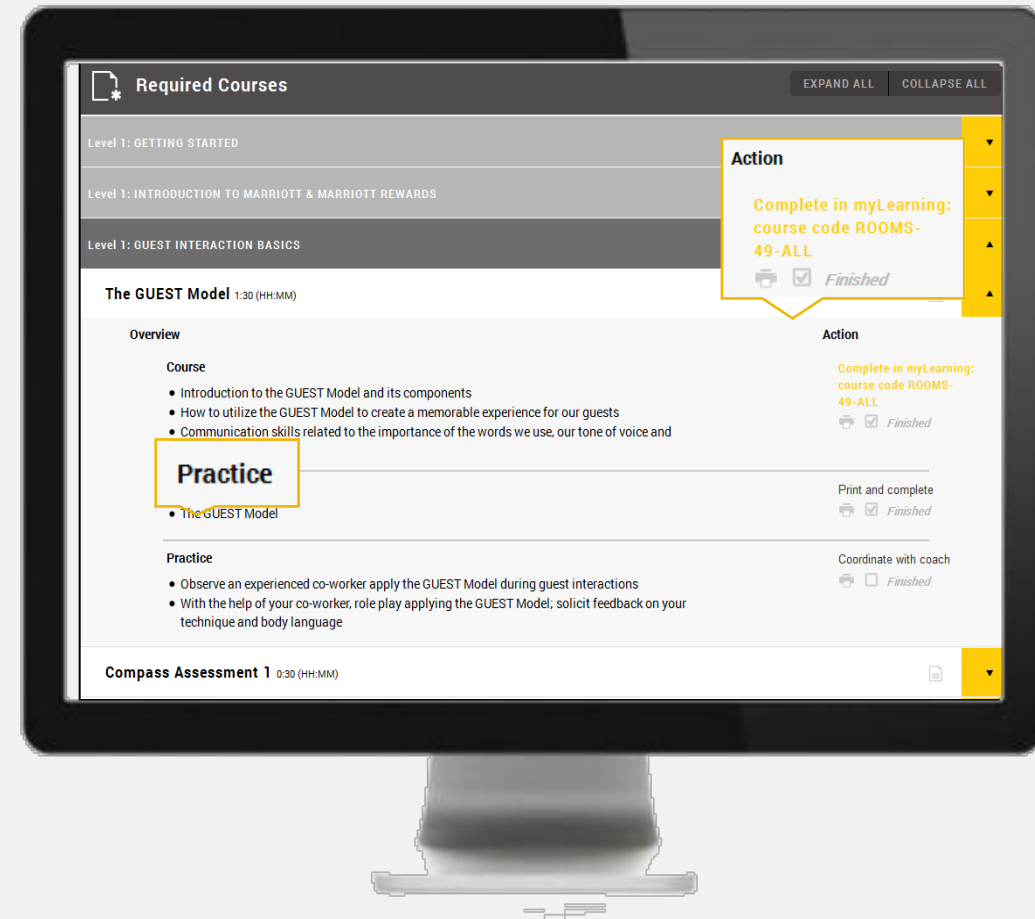
Learning Plan:	Diagnostics:
<input type="checkbox"/> Level 1	<input type="checkbox"/> Level 1
<input type="checkbox"/> Level 2	<input type="checkbox"/> Level 2
<input type="checkbox"/> Level 3	<input type="checkbox"/> Level 3
<input type="checkbox"/> Level 4	
<input type="checkbox"/> Level 5	

Please sign below to confirm that all assigned training and corresponding diagnostics have been satisfactorily completed. (Note: copy to be placed in new hire's personnel file.)

Trainee's Signature	Date
Coach's Signature	Date
Manager's Signature	Date

Participant Role

- Uses application and/or participant guide to complete Learning Plan
- Takes an active role in training; requests time to practice new skills
- Remains ultimately responsible for own learning and development



Tuition - Franchise

- Compass is required and is a brand standard – the annual fee is \$300
- Rouxbe - \$900 annually for unlimited culinary users; billed annually from HQ
- Lobster Ink - \$600 annually for unlimited Restaurant & Bar users; paid directly by property via Lobster Ink (vendor) platform

FAQ

- ❓ How many associates can participate in the training program per property?
Unlimited in all three programs, with no additional fees
- ❓ Are these programs required?
Only Compass is a brand standard. The other programs are not required, but are strongly encouraged.
- ❓ How do associates access these programs if they do not have an EID?
Users must have an individual EID in order to obtain credit for these learning initiatives.
- ❓ What languages is Lobster Ink offered in?
English, French, German, Brazilian Portuguese, Latin American Spanish, Thai and Mandarin
- ❓ Is the Lobster Ink program restricted to Restaurant & Bar associates?
Yes, it is only available to R & B associates at this time.
- ❓ Is the Rouxbe program restricted to culinary associates.
Yes, at this time.

Enrollment Assistance

Email GOS.Training@marriott.com for enrollment assistance

Include:

- MARSHA code
- F & B contact name
- F & B contact email

Other Questions?

What Happens Next?

- Encourage associates to sign up for Rouxbe and Lobster Ink!
- Train Front Office new hires using Compass!
- Look for Event Management and Housekeeping programs in the next 18 months!

