

Week 2 - Meeting: Tablet Training

Below is the transcript of a phone conversation with the following people:

- Peta (Project Manager)
- Seydou (Restaurant Consultant)

To open an accessible document with the conversation, you can reference [this doc](#).



Peta
Project Manager

Hi Seydou, it's Peta.

Hey Peta. More questions for me?



Seydou
Restaurant
Consultant



Peta
Project Manager

Always! We just had a project meeting and discussed needing to train waitstaff on how to use the tablets. How does this typically get handled?

Good question. We've found that the best strategy is to train some key staff members at the location, and have them run the training.



Seydou
Restaurant
Consultant



Peta
Project Manager

Okay, so you wouldn't run the training? I was under the impression that you would.

Actually, we've found that having a third party vendor come in to do the training hasn't made for the best implementation.



Seydou
Restaurant
Consultant



Peta
Project Manager

Why?

Waitstaff tends to resist changing the way they interact with customers, and the tablet benefits aren't always obvious. If someone in-house does the training they're more likely to get on board.



Seydou
Restaurant
Consultant



Peta
Project Manager

Good to know. I'll make sure we keep that in mind. So it sounds like we'll have you train a small group of us, then we'll schedule a second training with all the staff at each location.

That's generally how we do it.



Seydou
Restaurant
Consultant



Peta
Project Manager

Thanks so much! I'm sure I'll have more questions for you, but that's all for now.

No problem, Peta.



Seydou
Restaurant
Consultant

