

Roaring Fork Training App Journey: Eric



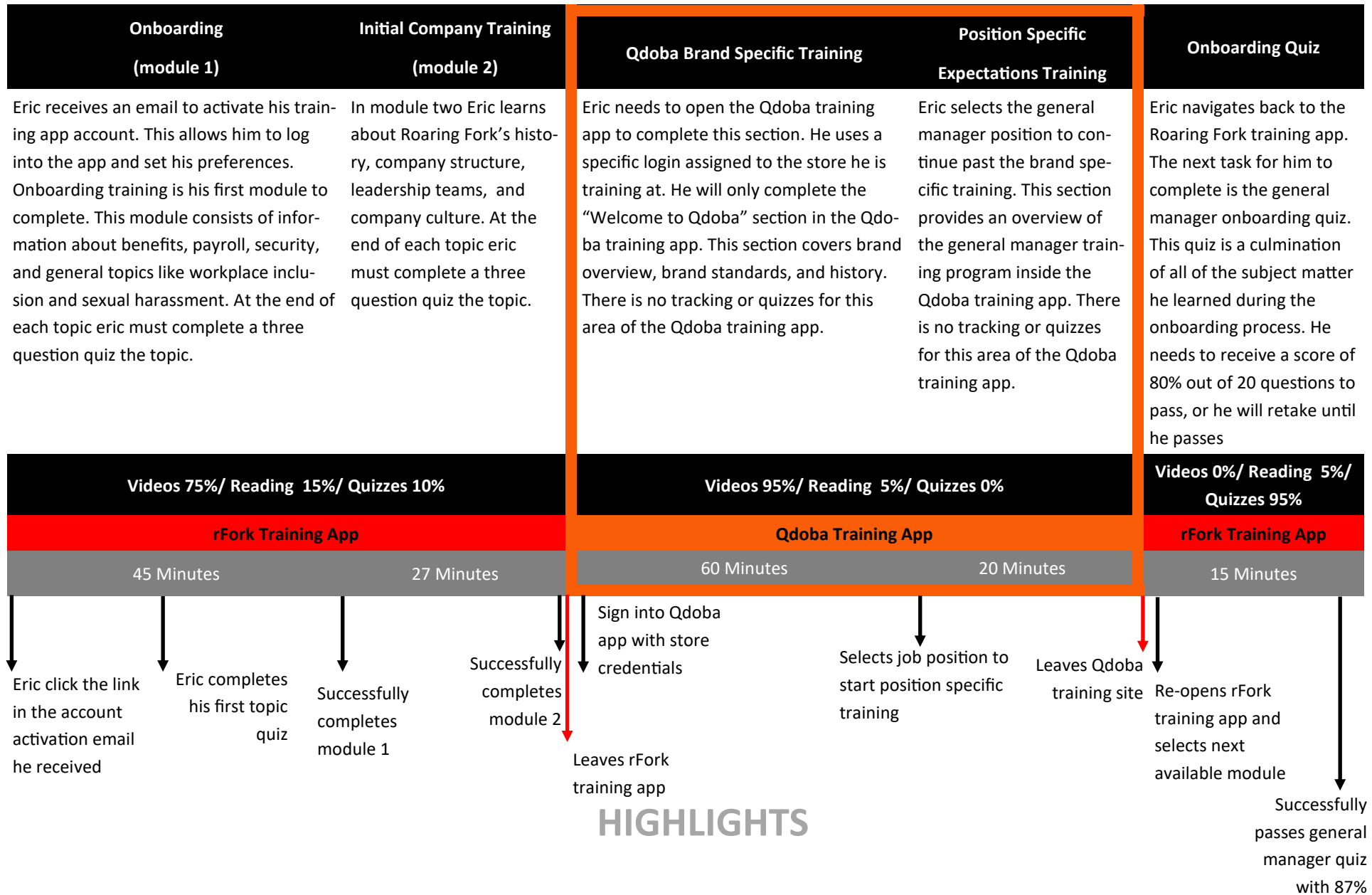
Employee Profile: Experienced Eric

Title: General Manager

Start Date: 11/1/20

Age: 34

New Store General Manager Training App Onboarding Map



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Insights:

The biggest pain point in this process is that Eric needs to leave the rFork training app to go to the Qdoba training app. Although we could move the training around to eliminate the need to go back and forth between the app but create an issue with the training flow created by our training team. They find it necessary for onboarding training to flow as described to help create an accurate depiction of the position the user is training for. This allows the employee to decide whether to continue on or end their employment with us.

This creates an opportunity to possibly embed the qdoba training site/app into the rFork training app for the areas of training covered by Qdoba. Doing so would eliminate on system being skipped during training, In most cases the rfork training app is the one skipped because it does not teach the core functions of the position like the Qdoba training app does.

A secondary issue that is presented is the employee waiting for and activation email to set up their training account. In Eric's case, he is a salaried manager and is issued a company issued email that he is required to have on his personal mobile device from day one of employment. Hourly staff does not get a company issued email nor are they required to have a mobile device. This makes activating an email difficult when the employee does not have access to their email during the onboarding process.