Propelr

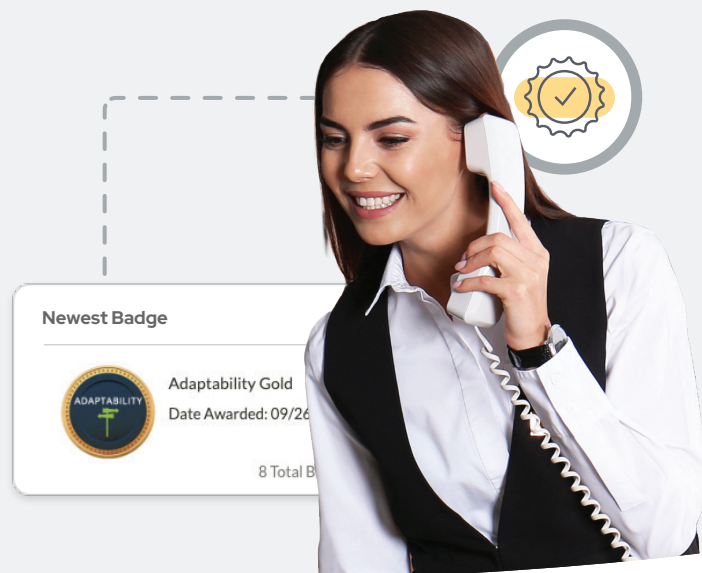**Propelr's Learning Platform**

Gamification in Hospitality Training

A Guide to Engaging and Effective Onboarding and Compliance

Newest Badge

ADAPTABILITY

Adaptability Gold
Date Awarded: 09/26

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The hospitality industry is one of constant change and challenges. With high turnover, various locations to consider, and compliance risks across the board, creating and maintaining an environment where employees feel well-trained and well-informed can be difficult.

However, new workforce members are less interested in traditional training methods, leading to less engagement and lower retention of training materials. It's time to get creative when it comes to educating your staff. This is where gamification comes in.

Gamification boosts engagement, knowledge retention, and compliance success by making the training process fun and fulfilling for everyone on your team.

What is Gamification in Hospitality Training?

Gamification is the use of game-based elements to make learning more engaging. Features like badges, leaderboards, and goal-based challenges provide a fun and interactive way for your team to track progress and stay focused on achieving their objectives.

The hospitality industry is fast-paced, and training should keep up. Gamification encourages quick learning, instant feedback, and friendly competition, so your team can develop their most necessary skills more effectively.

Add gamification to your training strategy with a points system to reward employees for completing specific tasks or offer badges for mastering skills. You can also create a simulation where your employees can navigate a customer experience and earn rewards for their performance. Plenty of options exist to turn training into a fun experience for your team.

Creating Custom Learning Workflows for Hospitality Roles

Even with gamification, training is not one-size-fits-all. Customize learning workflows to match each employee's role, experience level, and skill set. A personalized training plan ensures that employees receive relevant, valuable content that keeps them engaged and helps them succeed.

With a solution like Propelr's Learning Platform, you can customize your training program from an employee's first day. Set them up for success with:

- Role-specific onboarding unique to each position, from customer-facing roles like front desk staff to backend support like housekeeping management

- Required compliance training, including food safety, workplace safety, and customer service standards

- Performance-based learning paths that align with an employee's progress and goals

Way to Go!
You've earned a badge for completing this course!

Establishing a customized system not only builds confidence but also prepares employees for future growth, whether they're training for a promotion or strengthening their skills.

How AI Streamlines Custom Content Creation for Hospitality Training

You may already recognize the need for role-specific training, but how do you create it? Creating specialized materials to train the various roles at your organization takes time and resources. Training materials will also need regular updates to stay current with compliance rules, changing company policies, and customer expectations. Implementing an AI tool to help manage your training materials is an option with numerous benefits.

Our AI-powered course builder transforms the way you design, develop, and deliver courses. With a step-by-step wizard guiding the process, you can streamline course creation for high-quality training materials in minutes. From course outlines and assessments to content generation and image selection, AI simplifies every step, eliminating tedious tasks so you have more time to focus on delivering an exceptional learning experience.

Propelr's AI-powered course builder is a well-rounded solution that helps you create the learning tools you need in less time and with less manual effort. With the course builder, you can:

- **Speed Up Course Development –** Automatically generate content based on your company's training goals.

- **Customize Learning Materials by Role –** Create customer service modules for front desk staff, focus training on food prep and safety for kitchen staff, provide compliance learning for administrative staff, and more.

- **Ensure Compliance Content Stats are Current –** Receive updated suggestions when regulations change.

- **Incorporate Gamification Elements –** Add quizzes, scenario-based challenges, point systems, and other fun elements with AI-driven recommendations to help improve engagement.

Compliance Training That Sticks (And Automates Audits)

Compliance training is essential. Kitchen staff must stay current on ServSafe regulations and front and backend teams must remain updated on OSHA standards and other industry requirements.
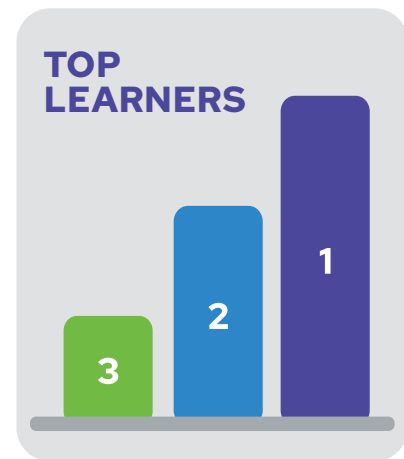
By implementing gamification, you can make every training less of a chore and more of a challenge. Engage your staff's competitive side with a leaderboard or have them compete to beat their previous high score. With automated tracking and reporting, you can ensure employees complete required training on time while streamlining audits. Training becomes both engaging and efficient, benefiting employees and management alike.

Implementing Gamification in Your Training Strategy

Now that you see how gamification can level up training for your business, it's time to consider implementation.
Create a gamification system that works for your team by:

- Identifying training challenges for your organization

- Defining key performance metrics

- Choosing the right gamification strategies

- Partnering with Propelr for customized, scalable solutions

TOP LEARNERS

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How Propelr's Learning Platform Helps Hospitality Businesses Scale Training

With Propelr, you have a centralized learning platform that makes managing training across multiple locations easy, effective, and efficient. With role-based access and modules, create a system that offers the right training to all your employees, no matter their position. Add mobile support to make it easy for your employees to complete their training on the go, the perfect solution for busy staff in the fast-paced hospitality industry.

Propelr's Learning Platform is a centralized solution, ensuring employees receive the training they need, whether they're new hires or seasoned staff.

Let's Build Your Training Plan Together

Propelr is your partner for unique strategies and solutions that work to make hospitality training the efficient process your organization needs. Get in touch today to explore a gamified training solution that works for your hospitality team.