

# eLearning Co-worker Training Reports Overview

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## Introduction

Co-workers use the eLearning Center to receive new hire training. Golden Corral has set up guidelines that require certain courses be completed within a specific number of days from a Co-worker's hire date.

- **Co-worker Basics and Positional Learning Programs** (which include **Safe Tracks, Hazard Communication, Co-worker Basics** courses, **position-specific courses**, and **Positional Performance Checklists**) must be completed within **15 days** of a Co-worker's hire date.
- **Co-worker Advanced** courses must be completed within **30 days** of a Co-worker's hire date.
- **100 Club** is mandatory for Servers and must be completed within **90 days** of their hire date.  
**Note:** Though certification is only mandatory for Servers, anyone may certify in the 100 Club.

As a Manager, you can monitor the status of your Co-worker's training by viewing the Dashboard and by running several reports. It is important to ensure that your Co-workers complete their training within the required training period because your restaurant's training percentages impact the restaurant's overall score.

## Directions:

Following are three ways to monitor your restaurant's training status. After each training report is covered, run or view that specific report from your store's Dashboard.

## Dashboard

The Dashboard is viewable by Managers in the store as well as by District Managers, Franchise Business Consultants, Field Training Managers, and members of the Golden Corral Training Department staff. It contains the status of each Co-workers' and Managers' training.

To view the Store Dashboard, login to the eLearning Center, using your username and password.



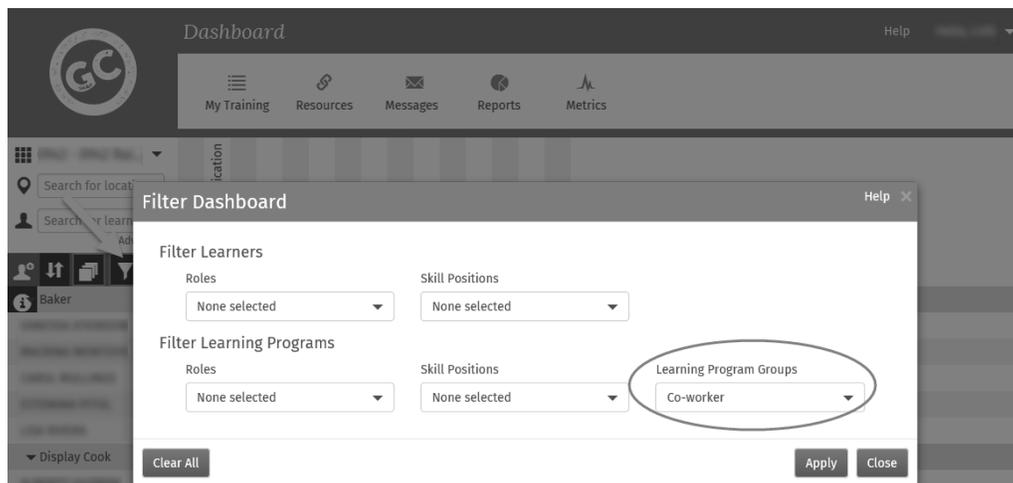
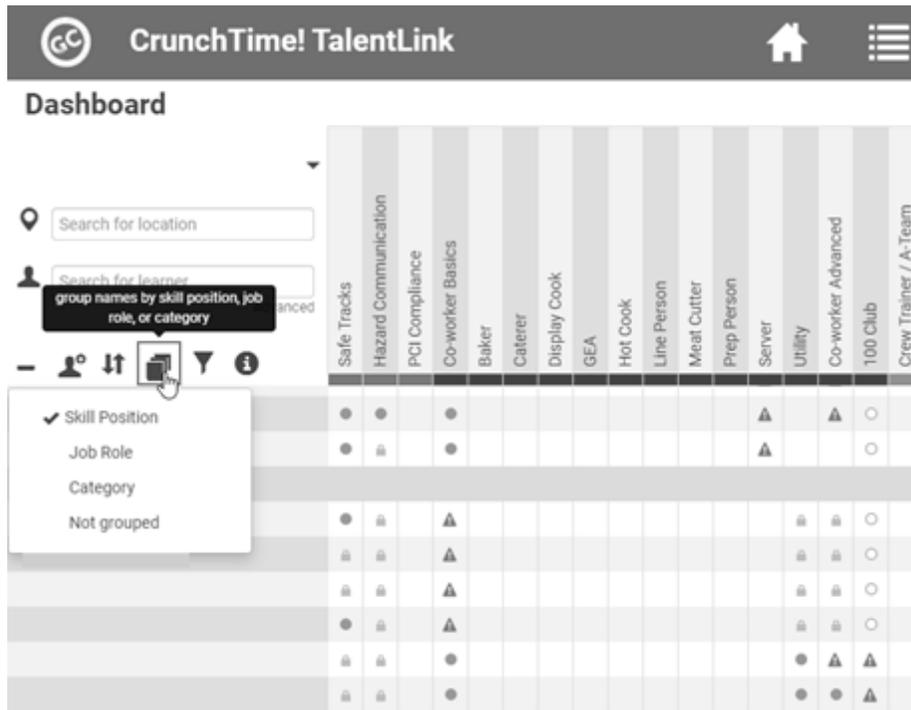
From the Dashboard, Managers can:

- View a list of all Co-workers and/or Managers, sortable by Learning Program assigned.
- View the training status of each Co-worker as complete, not complete, due soon, overdue, and locked due to prerequisites.

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- Assign training and cross-training.

The Dashboard shows the training status of individual employees. Managers can group employees by skill position, job role, or category as well as filter by Role, Skill Position, or Learning Program Group.

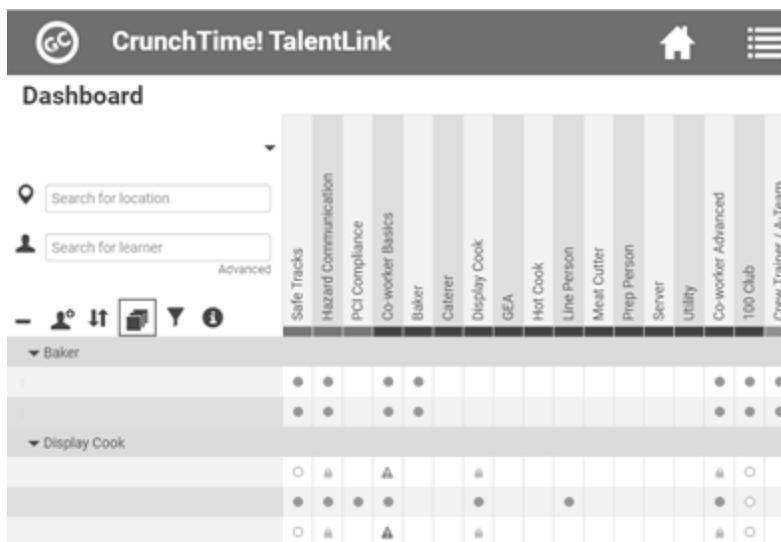


On the Dashboard:

- Full circles indicate completed training.
- Half-circles indicate training in progress.
- Empty circles indicate training has been assigned but not started.

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To identify Co-workers who have not completed training, look for incomplete (half full or open) circles. Clicking on the circle brings up a window that shows checkmarks for completed courses and no checks for incomplete courses.



The screenshot shows the CrunchTime! TalentLink dashboard. At the top, there is a search bar for location and learner. Below that is a grid of training completion data. The columns represent different training programs: Safe Tracks, Hazard Communication, PCI Compliance, Co-worker Basics, Baker, Caterer, Display Cook, GEA, Hot Cook, Line Person, Meat Cutter, Prep Person, Server, Utility, Co-worker Advanced, 100 Club, and Crew Trainer / A-Team. The rows represent different job roles: Baker and Display Cook. Each cell in the grid contains a circle. A solid black circle indicates that the training has been completed. A half-filled circle (white with a black border) indicates that training has been assigned but not yet completed. An empty circle indicates that training has not been assigned. Some cells also contain a small triangle icon, likely representing a warning or error.

Managers can assign training two ways:

1. Cross Training
  - a. Managers can assign training for additional positions by clicking in the square where the Co-worker's name intersects with the desired training column for the additional position.
  - b. An empty or half circle will appear which indicates training has been assigned.

**NOTE:** If training is assigned by mistake, it can be unassigned as long as no courses in that skill position have been taken. Just click the empty circle and chose the *Unassign Learning Program and Retain History* option at the bottom of the Edit Box.

2. Skill Position. An edit of the skill position on the eLearning Center is used for:
  - a. Co-workers whose original job role has changed
  - b. Co-workers who have been assigned to Kitchen in POSitouch, or
  - c. Co-workers who have been promoted to Certified Assistant Manager (or CAM)

**IMPORTANT:** Co-workers assigned to Kitchen in POSitouch records will not be assigned to a position on the eLearning Center. The Co-workers must be manually assigned to either Hot Cook or Display Cook. Follow these steps to assign a Co-worker assigned to Kitchen or to CAM:

- a. Click on the Co-worker's name to see the Employee Properties screen.
- b. Under Skill Position, select the appropriate position and the training is automatically assigned.
- c. NOTE: For a Co-worker who has been promoted to CAM, you need to change the Skill Position to CAM as well as changing the Role to MIT/CAM.

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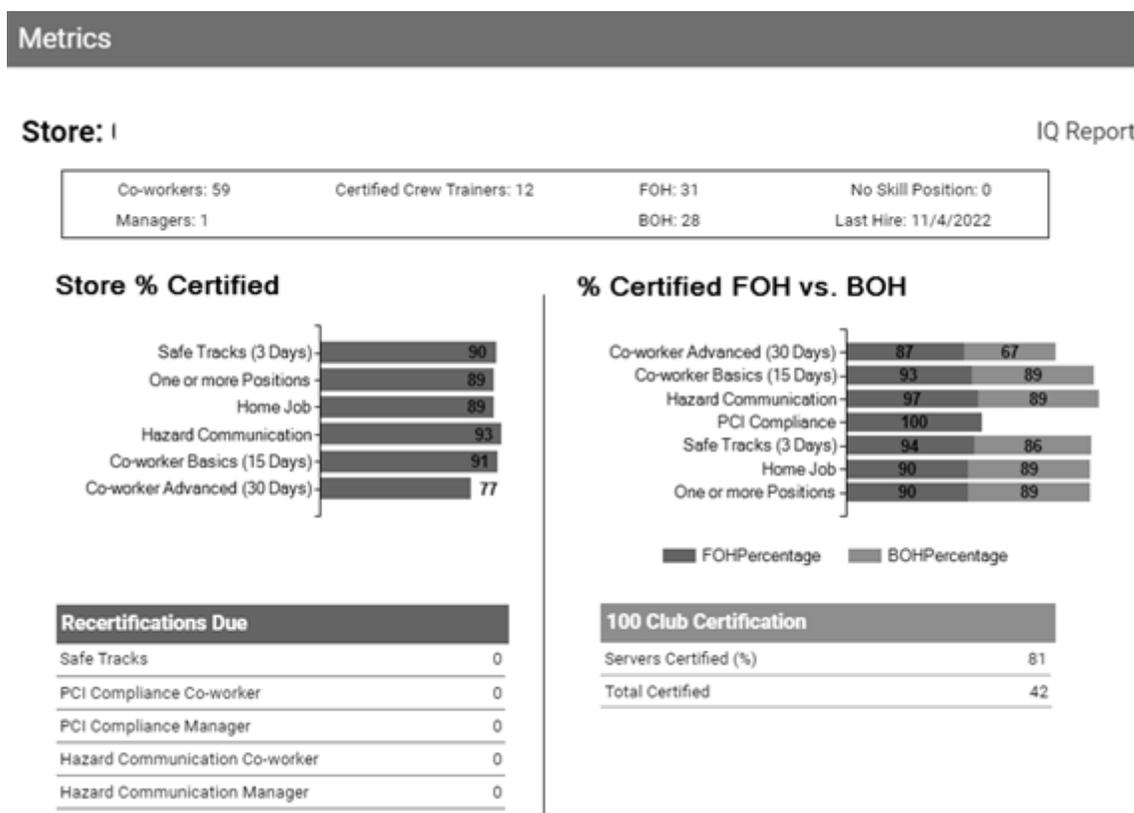
Additional user guides for Managers are listed in Resources. From the Navigation Bar at the top of the screen, click on Resources > eLearning Center Training Program – MGR Resources > eLearning Center User Guide.



### Metrics

The Metrics link (available on the Navigation Bar at the top of the Dashboard) shows the overall training status for the store. Managers can view the Store Metrics to see whether the restaurant is at 100% Certified in One or More Positions, FOH and BOH Totals, or required training that is due.

Metrics shows the store statistics for your restaurant.



The Store Metrics shows several things including:

1. Total number of Co-workers and total number of Managers in the restaurant
2. Total number of Certified Crew Trainers in the restaurant
3. Total number of FOH and BOH Co-workers
4. Total number of Co-workers who have not been assigned training (No Skill Position)
5. Percentage of Co-workers who are certified in:

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- a. Safe Tracks
  - b. One or more positions
  - c. Their home jobs
  - d. Hazard Communications
  - e. Co-worker Basics
  - f. Co-worker Advanced
6. Percentage of Co-worker training broken down into FOH and BOH percentages in:
- a. Co-worker Advanced
  - b. Co-worker Basics
  - c. Hazard Communication
  - d. PCI Compliance
  - e. Safe Tracks
  - f. Home Job
  - g. One or more Positions
7. The number of Co-workers or Managers who have recertifications overdue in any one of the following:
- a. Safe Tracks (if applicable in your state)
  - b. PCI Compliance (Co-workers in the Line Person position and all Managers must recertify annually)
  - c. Hazard Communications (**all** Co-workers and **all** Managers must recertify annually)
8. The percentage (and number) of Servers who are 100 Club Certified

**Note:** Any Co-worker assigned *Kitchen* in the POSitouch system have No Skill Position assigned and will need to be manually assigned the Display Cook or Hot Cook Skill Position using the steps outlined earlier. (Co-workers who have no training assigned from the Dashboard view need to be assigned a Skill Position on the eLearning Center so that their training will auto assign to them.)

### Reports

The **Individual Training Status Report (or ITSR)** provides detailed training information for an individual Co-worker. This report provides a detailed status of a Co-worker's training in specific courses. It shows you how far along the Co-worker is in training.

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Individual Training Status: **XXXXXXXXXX**

Learning Program	Content	Status	Date	Time (Minutes)	Grade	Attempts	Signed By	Credited By
<b>Safe Tracks</b>								
	112CSA1 Preventing Cross Contamination	Completed	4/30/2017 9:27 AM					
	112CSB2 Cross Contamination Part 2	Completed	4/30/2017 9:27 AM					
	114CSA3 Cleaning and Sanitizing	Completed	4/30/2017 9:27 AM					
	122CS4 Food Allergies and Food Allergy Response	Completed	4/30/2017 9:27 AM					
	132CSA5 Safe Food Temperatures	Completed	4/30/2017 9:27 AM					
	132CSB6 Monitoring Temperatures	Completed	4/30/2017 9:27 AM					
	138CS7 Proper Food Storage	Completed	4/30/2017 9:27 AM					
	140CS8 Safe Tracks Completion Certification	Completed	4/30/2017 9:27 AM					
	10200 Safe Tracks	Completed	4/30/2017 9:27 AM	83:33				
<b>Hazard Communication</b>								
<b>PCI Compliance</b>								
<b>Hot Cook</b>								
<b>Line Person</b>								

## Steps to Run the ITSR:

- Step 1: Login to the eLearning Center using your individual username and password.
- Step 2: Click on the name of the individual.
- Step 3: Click on the History tab
- Click on the “Individual Training Status Report” link.

XXXXXXXXXX Help X

Employee | History | Knowledge Score | Recognition | Move Location

Individual Training Status Report

**Hot Cook** In Progress

162C Basic Knowledge Assessment	4/30/2017
122CS4 Food Allergies and Food Allergy Response	4/30/2017
138CS7 Proper Food Storage	4/30/2017
132CSA5 Safe Food Temperatures	4/30/2017
140CS8 Safe Tracks Completion Certification	4/30/2017
160C Core Refresher 2	4/30/2017
112CSB2 Cross Contamination Part 2	4/30/2017
132CSB6 Monitoring Temperatures	4/30/2017
158C Core Refresher 1	4/30/2017
112CSA1 Preventing Cross Contamination	4/30/2017
114CSA3 Cleaning and Sanitizing	4/30/2017
144CW6 Fire Safety	4/30/2017
118C Acknowledging Our Guests	4/30/2017
116CS Clean As You Go	4/30/2017

Close

**NOTE:** The Co-worker’s name appears at the top of the Training Status Report. The store location and number appear under the Individual Training Status text on the report.

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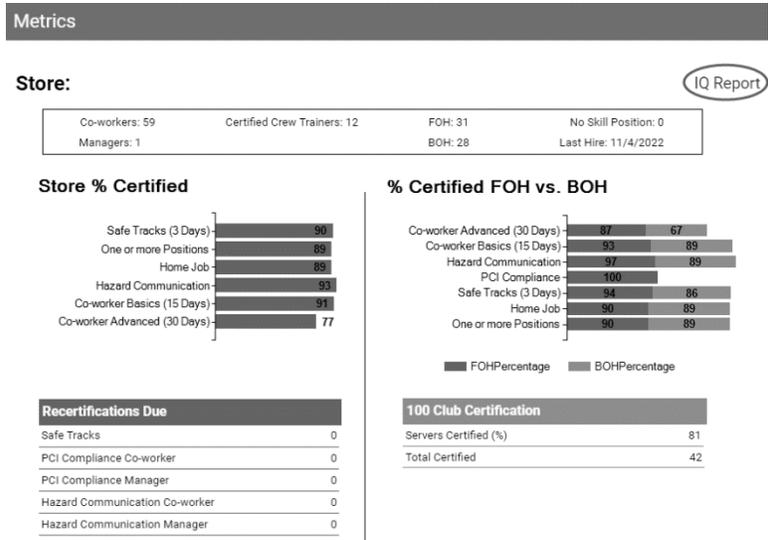
Fields	Description
Content	Lists all courses, quizzes, and signoffs that the Co-worker or Manager is required to complete.
Status	Displays how far along the Co-worker is in a particular course. One of the following status lines is displayed: <ul style="list-style-type: none"> <li>• <b>Incomplete:</b> Co-worker has started this course but has not completed the course.</li> <li>• <b>Completed:</b> Co-worker has completed this course.</li> <li>• <b>Pass:</b> Co-worker has completed a course or assessment.</li> <li>• <b>Assigned:</b> Indicates that a course, assessment, or sign-off has been assigned to the Co-worker but not yet completed.</li> </ul>
Date	Displays the date the Co-worker completed the course or the last time he or she worked on the course.
Time (minutes)	Total time a user has spent in a course or assessment. (The time accumulates each time the Co-worker enters the course).
Grade	Displays the grade received in a course or assessment, if applicable.
Attempts	Displays the number of attempts the user has entered a quiz/test or course.
Signed By	Displays the name of the Manager who completed a sign-off, if applicable.
Credited By	Displays the ID of the individual who gave the Co-worker credit for a course. (NOTE: Only an admin from the Golden Corral Training Center can give credit for an item.)

### IQ Report

The IQ Report is accessible from the Metrics link on the Dashboard. The IQ report includes information on Manager and Co-worker training and can be exported to Excel or PDF. This report shows:

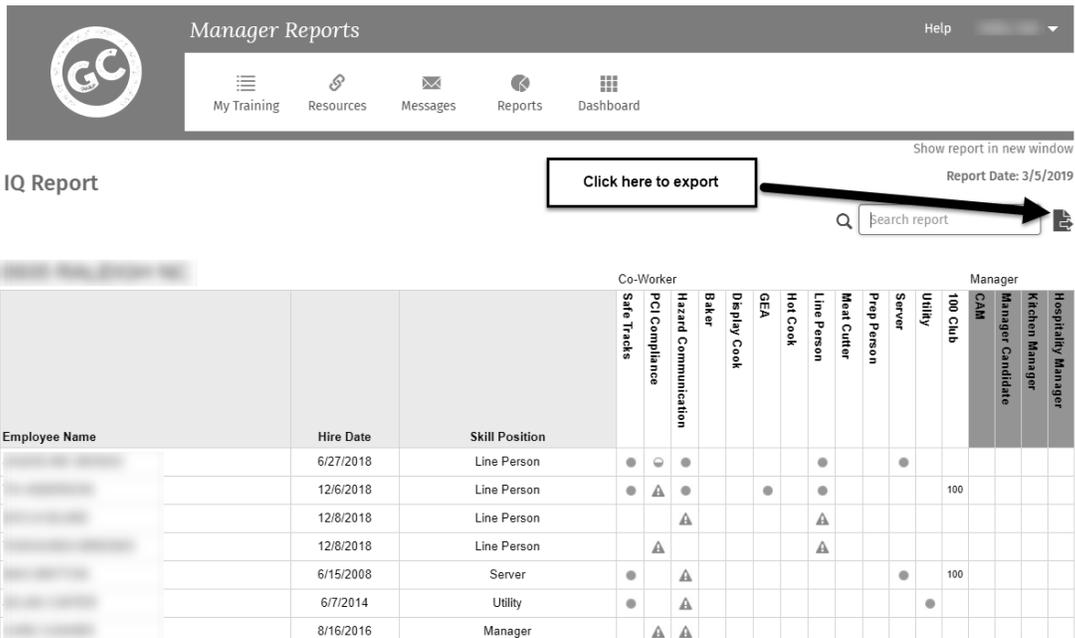
- A Store Roster or a list of all Co-workers and Managers.
- Hire date of each employee.
- The Home Job (Skill Position) of each Co-worker.
- Training Status of Co-workers by learning program assigned much like the Dashboard.

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## Steps to Run the IQ Report:

- Login to the eLearning Center using your individual username and password.
- Click on Metrics from the Navigation Bar at the top of the screen.
- Click on IQ Report in the upper-right corner of the Metrics screen.



Fields	Description
Employee Name	Lists all Co-workers' and Managers' first and last names in alphabetical order by last name
Hire Date	Displays the user's Hire Date
Skill Position	Displays the user's Home Job (or Skill Position)

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Fields	Description
Safe Tracks, Hazard Communication, and PCI	Shows the user's progress in Safe Tracks (food safety), Hazard Communication (OSHA safety), and PCI Compliance (financial safety) courses.
Baker through Utility	<p>These are positions in which the Co-worker may certify.</p> <ul style="list-style-type: none"> <li>• A full circle indicates that the Co-worker has completed the training in that position.</li> <li>• A half circle means that the training is in progress.</li> <li>• An open circle means that the training is assigned but the training has not yet been started.</li> <li>• A yellow or red triangle appears for those Co-workers either because they have not completed training (if under their position) or because they require recertification.               <ul style="list-style-type: none"> <li>▪ Some restaurants are required to recertify in Safe Tracks every 2-3 years.</li> <li>▪ All Co-workers and Managers must recertify in Hazard Communication annually.</li> <li>▪ Co-workers in the Line Person position and all Managers must recertify in PCI Compliance annually.</li> </ul> </li> <li>• A yellow check triangle appears 45 days prior to the recertification due date.</li> <li>• When the training is overdue, the yellow triangle changes to a red triangle. The red triangle remains until the courses are completed.</li> </ul>
100 Club	Displays completed level of 100 Club (example: 100, 200, etc.)
Manager	Lists the different Learning Tracks a CAM, Manager Candidate, or Manager is certified in (CAM, Manager Candidate, Kitchen Manager, or Hospitality Manager.)