

Darden Regional Training Center Proposal Transcript/Outline

1. Darden Regional Training Center

Darden Regional Training Center proposal, presented by Alex B. Criswell for EDCI 59100 during the Spring 2013 semester while enrolled at Purdue University Calumet.

2. Overview

My presentation today will cover the following topics:

- 1) An overview of the DRTC concept and the local facility noted in this proposal
- 2) Users of the DRTC and how they will benefit from instruction
- 3) Methods of instruction and resources available
- 4) Design Goals and Considerations
- 5) Technology within the DRTC
- 6) Assistive Technology available to users
- 7) DRTC Layout/Floor Plan
- 8) A sample budget of the facility
- 9) The Acceptable Use Policy

3. DRTC Overview

My learning space is the Darden Regional Training Center (DRTC) #4483 for regional Darden restaurant employees and is located in Schererville, Indiana. Schererville is located in St. John Township, which is part of Lake County, Indiana. DRTC #4483, along with many other training centers, are being built as part of a "Next Generation Training Initiative" proposed by the Darden training corporate office, located in Orlando, Florida. With budget cutbacks in almost every corporation, Darden decided to restructure their training system and implement technology into their training classes in an effort to reduce training labor.

4. DRTC #4483

This proposal will focus on the needs of the Olive Garden (OG) Italian Restaurant #1810 located in Michigan City, Indiana, as this will be the pilot restaurant for this proposal. OG #1810 is one of 750 restaurants across the United States (Who We Are, 2013). -Olive Garden's primary goal is to provide every guest with a "genuine Italian dining experience" (Who We Are, 2013), which is known to employees as "*Hospitaliano!*" *Hospitaliano* is Olive Garden's "passion" for 100% guest delight (2013).

5. Learner Profile

The age range of the employees within this restaurant range from 18-50 years of age, and the restaurant is diverse in ethnicities primarily containing Caucasian, Hispanic, and African-American individuals. While the age group of the restaurant is 18-50, the age range of the learners at the DRTC is 25-45. The management staff and CT's have a well-established

professional relationship and have elected to participate as a single group in all learning activities at the DRTC. Most learners possess visual and auditory learning styles within the employee pool at OG #1810. Previous education varies by the role within the company.

6. Users of the DRTC

The Darden Regional Training Center (DRTC) will be designed to serve certified trainers, managers, regional directors, and all other administrative/corporate staff members in the training of upcoming promotions of each Darden concept. The overall goal of the DRTC is to provide the necessary training for upcoming promotions, core menu changes, or new additions to the Darden concept training manual(s).

7. Learning & Instruction

Learning within the DRTC involves personal and group effort. Individuals or groups will be able to review instructional materials on DiSH via individual computers or SMART board screens. All materials will be adapted for all learning styles. Visual Learners will be able to utilize videos and instructional guides to properly complete their assigned task. Auditory Learners will be able to utilize videos (with a voice-over presentation) to properly complete their assigned task.

Tasks will be assigned to the appropriate learning space within the DRTC:

- 1) Conference Room(s)
- 2) Media Center
- 3) Dining Room & Bar
- 4) Kitchen

8. Design Goals & Considerations

Aesthetic Considerations: Color, Temperature, and Furniture

1) Color

Each of the rooms in the DRTC were painted in respect to the appropriate learning environment:

Dining Room & Bar Area-Green: From the service perspective, the optimum color for the dining area would be yellow in order to promote liveliness, energy, and happiness in order to stimulate the learner (e.g. Server/Bartender) to perform their tasks at hand. Darden feels the guest comes first and green will influence the guest's mood, which indirectly affects the service staff service effectiveness.

Main Hallways/Stairwell-Purple: Darden would prefer the learners to enter and navigate the DRTC calm and positive in order have an effective learning retention rate.

Media Lab-Light Yellow: The media lab will be painted light yellow to promote an energetic learning style whether the media lab will be used in a lecture style setting or for individual learning use.

Conference Rooms-Blue: Blue will be the color of choice in the conference rooms to promote calming and relaxation during learning sessions or meetings.

Kitchen-White: Even though the kitchen is a learning environment in the DRTC, it has been decided to not paint the kitchen with a preferred color from the list within this proposal. Instead, the kitchen will be painted white for easy equipment identification and for sanitary purposes.

2) Temperature

According to Trekles (2009) temperature can influence learning performance and the mood of the learner. The DRTC will be temperature regulated in order to promote optimum learning and energy efficiency which promotes Darden's "Going Green" initiative. Each space within the DRTC will be able to be individually controlled with an optimum temperature of 70 degrees.

3) Universal Design Considerations

Universal design guidelines were taken into consideration when designing the DRTC. As noted by Trekles (2009), the nine principles of universal design were adapted from McGuire, Scott, and Shaw (2006), and the Center for Universal Design at North Carolina State University (2007).

Equitable use: All furnishings in each learning space within the DRTC are universally useful for all individuals. In the event the furnishings are unable to be universally adjusted, a designed substitute for individuals with disabilities will be available (e.g. an accessible workstation in the media lab).

Flexibility in use: All room arrangements, with the exception of the cubicles in the media center are movable for learners to suit to their needs.

Simple and intuitive: All equipment will either be PC or iOS (iPad) based for end-user functionality. All PC's and SMART board screens are touch for ease of use and navigation.

Perceptible information: Individuals are able to self-navigate the DRTC with ease and can communicate via technology whether PC or mobile based.

Tolerance for error: All individuals will be trained on the use of furniture and equipment within the DRTC to minimize end-user errors in operation.

Low physical effort: With the integration of technology and state of the art equipment, users will be able to operate all related machinery and utilize all furniture with ease.

Size and space for approach and use: Based on each class size ratio from each concept, the DRTC will be more than adequate in learning space.

Community: Individual and collaboration stations are available for learners to individually work or collaborate as a group or community of members.

Instructional climate: The DRTC will be operated by an energy-efficient lighting and climate system to match Darden's "going green" initiative. The climate can be individually controlled for learner preference.

9. Technology

Desktop Computers: Computers are available for use in the media center to access instructional materials on DiSH.

Laptop Computers: Laptops will be available for use within the DRTC if the user is unable to access a computer or is in a learning space without a computer available.

Instructional Technology

POS System: The POS System hardware used by Darden is NCR and the POS software is DiSH, which is run on the PC platform.

Document camera: To display printed documents in the media center on the SMART board screens.

Other Technology

iPad: iPads will be available for users to utilize within the DRTC for instructional material viewing and access.

SMART board screens: In addition to the laptops, SMART board screens will be available throughout the DRTC with the all-in-one PC's. These SMART boards will be able to allow the user to access the employee portal for instructional materials. The SMART board 885ix system will be utilized throughout the DRTC.

10. Assistive Technology

Several assistive technologies will be available within the DRTC.

Dragon Naturally Speaking 12: Dragon Naturally Speaking 12, as noted earlier, will be installed on all computers within the DRTC for anyone to utilize the speech to text capabilities and other features available from the program.

Optical TrackMan Mouse: Optical track mouse for individuals with mobility issues.

ZoomText: ZoomText software is available for individuals with visual disabilities or who wishes to zoom the screen for other learners.

Logitech USB Headset: The Logitech USB Headset will be available for use with Dragon Naturally Speaking on all available PC's within the DRTC.

Other Assistive Technologies

Kurzweil 3000: A software available for learners with cognitive disabilities.

Sky Smartpen: A lecture recording pen for individuals writing notes.

Microsoft Ergonomic Keyboard: A ergonomic keyboard for individuals who have mobility issues, such as carpal tunnel.

iCommunicator: A multifunctional device with speech to text, speech to video American Sign Language, and speech to a computer generated voice to assist with individuals who are visually or cognitively impaired.

ZoomText Print Keyboard: Large print keyboard with hotkeys available for visually impaired users to navigate the computers, internet, and employee portal.

Adjustable SMART board screen wall mount: To adjust the board to a comfortable height for the user.

Braille keyboard: Available for individuals who are legally blind to use on the available PC's within the DRTC.

Maddox Helper Knives: Adaptive knives available for individuals who have mobility issues.

Adaptive cutting boards: Cutting boards for individuals with mobility issues

Read & Write Gold: A software that scans pages and text and converts them to audio for a visually impaired user or a user who has a cognitive disability.

FM ADA Compliance Kit: An ADA compliant kit available for use by users with hearing disabilities.

11. Facility Layout

First Floor: The first floor contains the Dining Room, Bar Area, and the Kitchen.

This diagram identifies all areas of the first floor with the exception of the kitchen, which is included in a separate diagram.

Kitchen Diagram: The kitchen is also part of the first floor.

Second Floor: The second floor contains the conference rooms and media lab (media center).

12. Sample Budget

The actual full budget is included in the DRTC proposal. Totals of each section of the budget are identified in this presentation:

- Furnishings-\$ 43179.57
- Technology-\$ 112633.56
- Assistive Technology-\$ 63497.23
- Other Expenses-\$ 128000.00
- Total Expenses-\$ 347310.36

13. Acceptable Use Policy (AUP)

The Acceptable Use Policy (AUP) of the DRTC (Darden) will be introduced with the NGTI. The purpose for Darden's AUP is to notify end-users what is considered acceptable (or unacceptable) in reference to Information Technology (IT). All employees, current and prospective, will be required to sign this agreement in order to utilize Darden's technology services which is essential for the viewing of company information. Due to technology remaining in an ever-changing state, the AUP will annually reviewed and revised if necessary.

The full AUP is available in the written proposal as this presentation includes an outline of the AUP.

AUP Outline

- 1) Introduction
- 2) Policy Purpose
- 3) Policy Statement
- 4) Scope and Target Audience(s) for the Policy
- 5) Darden Rights and Responsibilities
- 6) Acceptable Use Guidelines
- 7) Unacceptable Uses
- 8) Violations/Sanctions
- 9) Recourse for Misuse and/or Non-Compliance
- 10) Disclaimer
- 11) Definitions
- 12) Agreement and Signature

14. Thank you! Please feel free to share your comments or questions.

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