

# DARDEN REGIONAL TRAINING CENTER

DRTC # 4483

Schererville, Indiana

Alex B. Criswell



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

## OVERVIEW

- Company Information
- DRTC Overview
- Learner Profile
- Learning & Instruction
- Design Goals & Considerations
- Technology
- Assistive Technology
- Facility Layout
- Sample Budget
- Acceptable Use Policy



My presentation today will cover the following topics:

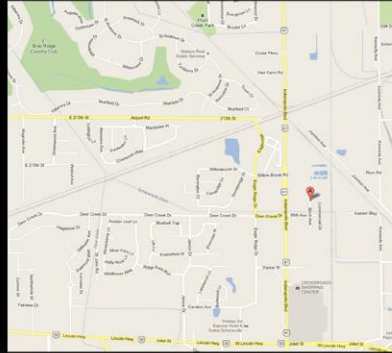
- 1) An overview of the DRTC concept and the local facility noted in this proposal
- 2) Users of the DRTC and how they will benefit from instruction
- 3) Methods of instruction and resources available
- 4) Design Goals and Considerations
- 5) Technology within the DRTC
- 6) Assistive Technology available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

## DRTC OVERVIEW

Darden Regional Training Center overview

## DARDEN REGIONAL TRAINING CENTER (DRTC) OVERVIEW

- "Next Generation Training Initiative"
  - Available to all concepts within Darden.
- Local facility will serve the defined region
  - Schererville, Lake County, Indiana (Chicagoland region)
  - 34.6 miles from Chicago, Illinois
- Facility contains state-of-the-art technology
  - Training content will primarily be of electronic format



-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.

## DRTC #4483

- Pilot Restaurant: Olive Garden #1810, Michigan City, Indiana
- Hospitaliano!- A genuine Italian dining experience
- Center is universal for all concepts, no matter what objectives need to be met.



-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).

-As noted earlier, the DRTC will serve all Darden concepts upon acceptance of this proposal.

## LEARNER PROFILE

DRTC Learner Profile of the pilot restaurant

## LEARNER PROFILE OF OG #1810



- Age: 18-50
- Ethnicity: Diverse
- Learning Styles: Primarily Visual and Auditory
- Previous Education:
  - Administration: Bachelor's degree preferred
  - Manager: Bachelor's degree preferred, or a CT who has completed a MIT program
  - CT's/Entry-Level Employees: None required



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 learner's 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.



## USERS OF THE DRTC

- Administration staff
  - Corporate members
  - Regional director(s) of operations
- Managerial staff
  - General manager
  - Sales manager
  - Service manager
  - Culinary manager
- Certified Trainers



-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).



## LEARNING & INSTRUCTION

- Learning
  - Individuals or groups will review instructional materials (text, audio, video, etc.) via the employee portal (DiSH) on individual computers or SMART board screens.
  - All materials will be adapted to all learning styles.
- Learning Areas
  - Conference Room(s)
  - Media Center
  - Dining Room & Bar
  - Kitchen



Learning within the DRTC involves personal and group effort. Individuals or groups will be able to review instructional materials on DiSH via individuals 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:

**Conference Room(s)**

**Media Center**

**Dining Room & Bar**

**Kitchen**

# DESIGN GOALS & CONSIDERATIONS

DRTC Design Goals and Considerations

## AESTHETIC CONSIDERATIONS

- Color
- Temperature
- Furniture



The following aesthetic considerations were given in the design of the DRTC:

- **Color**
- **Temperature**
- **Furniture**

## COLOR

Space	Color Preview	Color	Purpose
Dining Room & Bar Area		Green	Liveliness, Energy, and Happiness
Main Hallways/Stairwell		Purple	Relaxation, Calmness, and Laughter
Media Lab		Light Yellow	Energy
Conference Rooms		Blue	Calming and Relaxation
Kitchen		White	N/A



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.

## TEMPERATURE

- Temperature can influence learning performance and the mood of the learner (Trekles, 2009)
- Darden: Going Green!
  - DRTC will be temperature regulated
  - Climate may be individually controlled



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.

# UNIVERSAL DESIGN CONSIDERATIONS

Universal Design Principles & Considerations	
<b>Equitable use</b>	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)
<b>Flexibility in use</b>	All room arrangements, with the exception of the cubicles in the media center are movable for learners to suit to their needs.
<b>Simple and Intuitive</b>	All equipment will either be PC or iOS (iPad) based for end-user functionality. All PC's and SMART board screens are touch-based for ease of use and navigation.
<b>Perceptible information</b>	Individuals are able to self-navigate the DRTC with ease and can communicate via technology whether PC or mobile based.

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.

## UNIVERSAL DESIGN CONSIDERATIONS

Universal Design Principles & Considerations	
<b>Tolerance for error</b>	All individuals will be trained on the use of furniture and equipment within the DRTC to minimize end-user errors in operation.
<b>Low physical effort</b>	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.
<b>Size and space for approach and use</b>	Based on each class size ratio from each concept, the DRTC will be more than adequate in learning space.
<b>Community</b>	Individual and collaboration stations are available for learners to individually work or collaborate as a group or community of members.
<b>Instructional Climate</b>	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.

### **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.

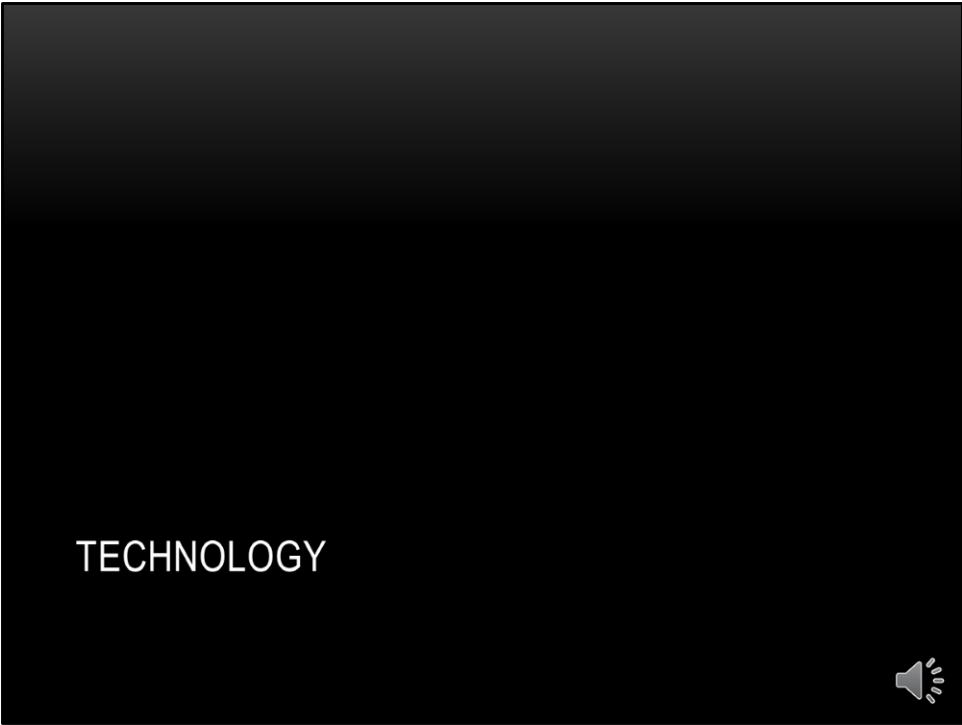
### **Community**

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.





Technology in the DRTC

## DESKTOP COMPUTERS (PC)



[HP ENVY 20-d030xt TouchSmart All-in-One Desktop PC](#)  
C0M09AV#ABA

Qty.  Update

Price: \$899.99  
Save \$120 instantly: **-\$120.00**  
Price after savings: **\$779.99**

- Windows 8 64
- 3rd Generation Intel(R) Core(TM) i3-3220 dual-core processor [3.3GHz, 3MB Shared Cache]
- Integrated graphics - Intel(R) HD
- 4GB DDR3 SODIMM Memory [1 DIMM]
- 1TB 7200 rpm SATA hard drive
- Microsoft Office Trial
- No additional Security Software
- Slim-tray SuperMulti DVD burner
- 6-in-1 Card Reader, 2 total USB 3.0, audio
- No TV Tuner
- Integrated sound
- HP wireless keyboard and mouse with Win 8 keyboard
- Wireless-N LAN card (1x1)

**Estimated ship date: March 29, 2013**

**FREE** [Free standard shipping on this item](#)


The HP Home & Home Office Store will accept [returns or exchanges](#) for this product up to 21 days after delivery

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

## LAPTOP COMPUTERS (PC)







PART: B5T12UA#ABA UPC: 887111102997  
READY-TO-SHIP

**HP ENVY Sleekbook 6-1010us**  
★★★★☆ 27 REVIEWS

**Thin, light Sleekbook with a full-size screen in brushed midnight-black aluminum with a red soft-touch base**

[Demo](#) HP ENVY Sleekbook 6-1010us

Operating system - Windows® 7 Home  
Processor - AMD A6-4455M APU (2.1 GHz)  
Screen size - 15.6" HD BrightView LED-backlit (1366 x 768)  
Memory - 4 GB DDR3  
Hard drive - 500 GB SATA (5400 rpm)

7 Silver beatsaudio Fast Quick Ship



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



Document Camera



### **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.



## Technology in the DRTC

### **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.

## TECHNOLOGY IN THE DRTC

Other technologies will be available within the DRTC	
Wireless mouse	For use with laptops and all-in-one PC's, if desired.
Calculators	For use by everyday users to calculate sales prices, or for users who have a cognitive disability in reference to mathematical functions.
Web cameras	To digitally communicate with other members in national Darden Regional Training Centers or with the corporate headquarters.
Digital thermometers	To accurately measure internal food temperatures in accordance with <a href="#">Title 410 IAC 7-24 Sections 182-185</a>
Microsoft Office 2013	All PC's within the DRTC will have Microsoft Office 2013 installed to view all compatible instructional materials available on the employee portal.



Other technology in the DRTC:

### **Wireless mouse**

For use with laptops and all-in-one PC's, if desired.

### **Calculators**

For use by everyday users to calculate sales prices, or for users who have a cognitive disability in reference to mathematical functions.

### **Web cameras**

To digitally communicate with other members within Darden.

### **Digital thermometers**

To accurately measure internal food temperatures in accordance with [Title 410 IAC 7-24 Sections 182-185](#)

### **Microsoft Office 2013**

All PC's within the DRTC will have Microsoft Office 2013 installed to view all compatible instructional materials available on the employee portal.

# ASSISTIVE TECHNOLOGY

Assistive Technology in the DRTC

## ASSISTIVE TECHNOLOGY



Dragon  
Naturally  
Speaking 12



ZoomText



Logitech USB Headset



Optical  
trackball  
mouse



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.



## ASSISTIVE TECHNOLOGY BREAKDOWN

Other assistive technologies:	
<b>Kurzweil 3000</b>	A software available for learners with cognitive disabilities.
<b>Sky Smartpen</b>	A lecture recording pen for individuals writing notes.
<b>Microsoft Ergonomic Keyboard</b>	An ergonomic keyboard for individuals who have mobility issues, such as carpal tunnel.
<b>iCommunicator</b>	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.
<b>ZoomText Print Keyboard</b>	Large print keyboard with hotkeys available for visually impaired users to navigate the computers, internet, and employee portal.



### **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**

An 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.

## ASSISTIVE TECHNOLOGY BREAKDOWN

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.



### **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**

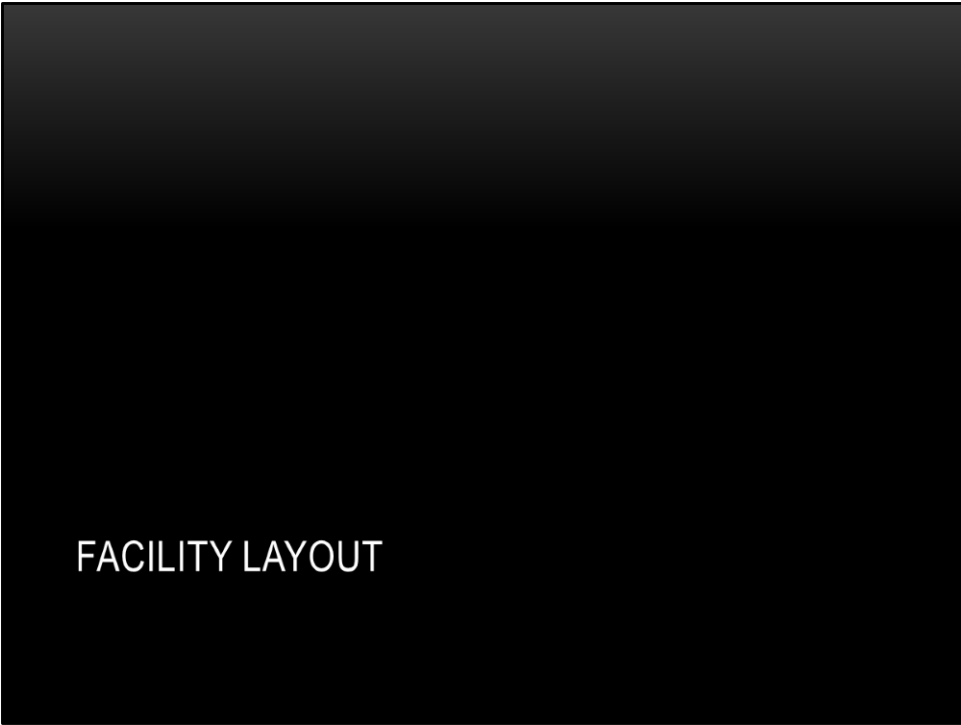
Cutting boards for individuals with mobility issues

### **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.

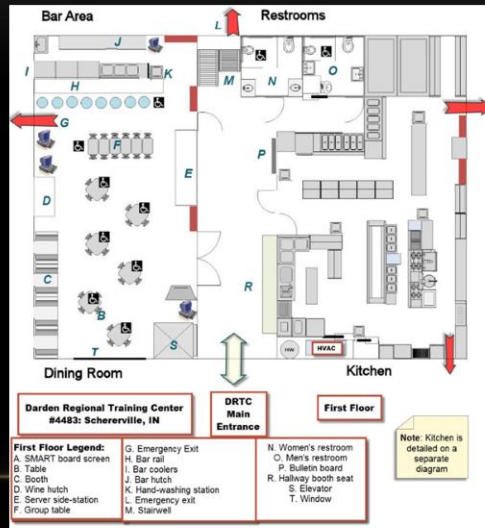
### **FM ADA Compliance Kit**

An ADA compliant kit available for use by users with hearing disabilities.



Facility Layout

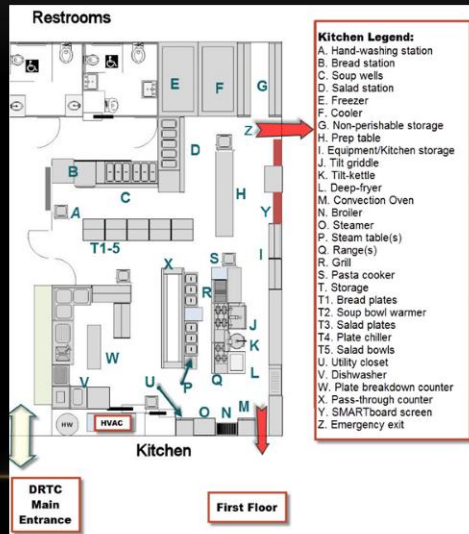
# DESIGN DIAGRAM: FIRST FLOOR



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

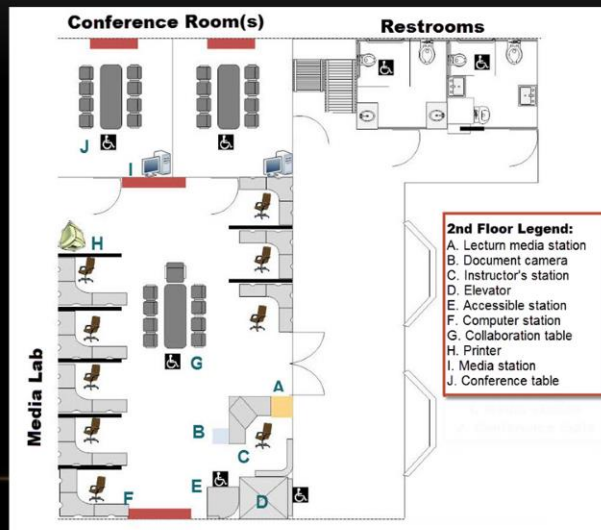
This diagram identifies all areas of the first floor with the exception of the kitchen, which is included in a separate diagram.

# DESIGN DIAGRAM: KITCHEN



The kitchen is also part of the first floor.

## DESIGN DIAGRAM: SECOND FLOOR



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



SAMPLE BUDGET

Sample Budget

## SAMPLE BUDGET

Expenses	
Furnishings	\$ 43179.57
Technology	\$ 112633.56
Assistive Technology	\$ 63497.23
Other Expenses	\$ 128000.00
<b>Total Expenses</b>	<b>\$ 347310.36</b>



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**



# ACCEPTABLE USE POLICY (AUP)

Acceptable Use Policy

## AUP OUTLINE

- Introduction
- Policy Purpose
- Policy Statement
- Scope and Target Audience(s) for the Policy
- Darden Rights and Responsibilities
- Acceptable Use Guidelines
- Unacceptable Uses
- Violations/Sanctions
- Recourse for Misuse and/or Non-Compliance
- Disclaimer
- Definitions
- Agreement and Signature



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**

Introduction

Policy Purpose

Policy Statement

Scope and Target Audience(s) for the Policy

Darden Rights and Responsibilities

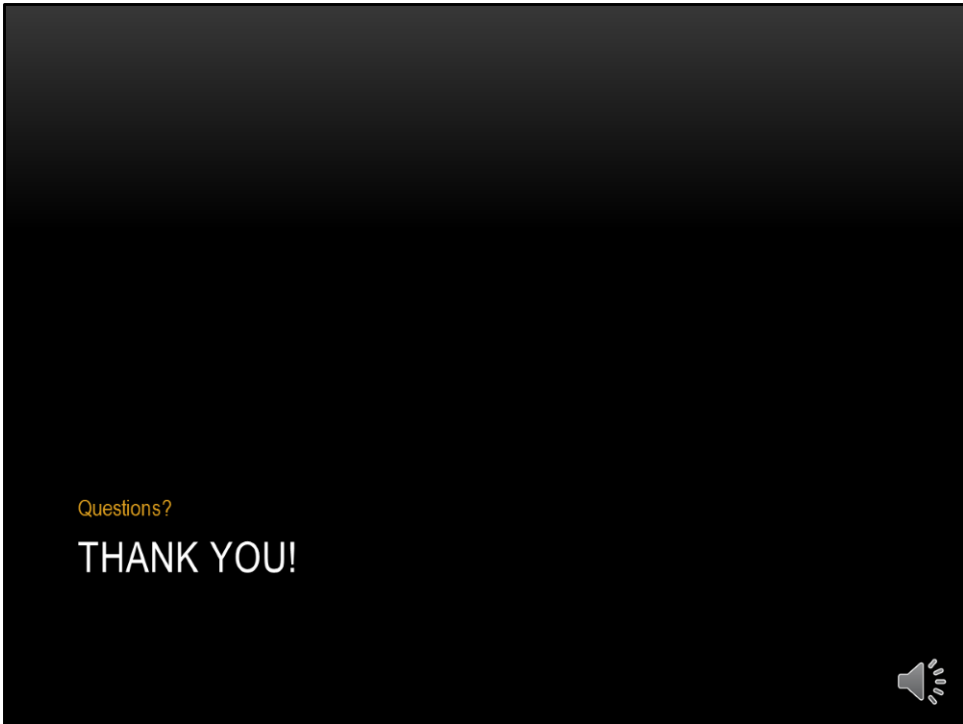
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Disclaimer  
Definitions  
Agreement and Signature



Please feel free to share your comments.

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## NOTICE



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