

Leverage Your LMS to Support Rapid Growth

 SONESTA®

*schoo*X



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25+ YEARS IN HOSPITALITY



STRATEGIC, HANDS-ON
APPROACH TO ASSEMBLING A
TALENTED AND ENGAGED
WORKFORCE



VAST EXPERIENCE WITH ORGS
OF ALL SIZES AND MODELS



PASSION FOR HELPING PEOPLE
ACHIEVE THEIR CAREER GOALS

MATTHEW BROWN

CHIEF PEOPLE & CULTURE OFFICER

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15+ YEARS IN HR, L&D
SPACE



BORDERLINE UNHEALTHY
PASSION FOR TECHNOLOGY



CROSS-SECTION OF
INDUSTRIES & EXPERIENCES



PUSHES PROCESSES &
REINVENTS WITH PURPOSE





Number of Locations: **300**



Number of Employees: **7,500**



Number of Brands: **5**



Number of Countries: **9**



Courses across **6 Languages**



Schoox Academy name: **The Compass**



Number of users: **7,500**



Training Time: **36,000 hours in 10 months**



Course Completions: **90,000+**



Number of active courses: **284**



Schoox customer since: **September 2020**

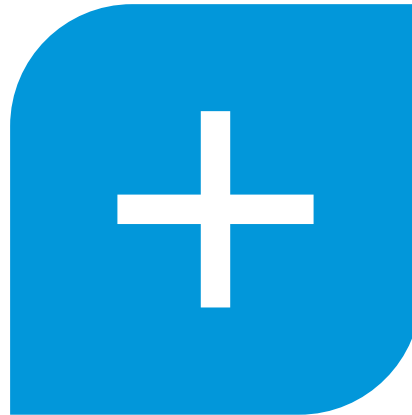
Rapid Growth



AUGUST 2020

800 EMPLOYEES

65 LOCATIONS



DECEMBER 2020

2000+ EMPLOYEES ADDED

101 LOCATIONS ADDED



5 BRANDS

300%+ GROWTH

PROCESS CHANGE OVERNIGHT



Personalization is critical

- Creating personalized experiences is critical to a sense of belonging
- Creating right content for right brands at right time
- The learner experience must come first

Creative Resource Usage

Core

Learning & Development team consisted of 2 people

Extension

Leveraging the power of distributed resources to support consistency in message, reinforcements, coaching support and driving results



Communication is Key

- Keeping everyone connected and informed is crucial
- Consistency in message
- Delivery through familiar channels

Transformation Through Learning



ON THE JOB TRAINING
LIVE VIRTUAL EVENTS



SKILLS/JOB/ROLES TRAINING



TRAINING IMPACT ON BUSINESS
RESULTS

Tips and Proven Practices



Focus on partnership in support and service



Vendor vs Partner mindset



Understand the needs and advocate for your employees

Questions



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