

DREAMTEAM MATCH

RESTAURANT STYLE

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This fictional training program created by Tamara Freeman for her Gamification Journeyman Certification (Level 2) was influenced by HR contracts she has with a restaurant.

Tamara saw a recruitment problem for that industry and created this game.

Assumption: Ineffective interview techniques has led to a “warm body in the seat mentality” where the managers did not fully understand the talent needs of Indulgence on Main to remain as a top leader in the industry.

The blended approach of the semi-annual talent workshops with a gamified interview techniques training will help the manager’s share best practices with each other and practice asking better questions and follow-up questions to make better hiring decisions.

The training is also designed to add awareness to unconscious bias in the decision-making process. The right talent choices will be evident with the customer service satisfaction ratings and a longer tenure of service.



DreamTeam Match Showcase

Goal

The current turnover rate is 65% for new employees hired less than 90 days. The goal for the implementing new interview techniques will be as follows:

1. The turnover rate will decrease by 30% for all new hires with less than 90 days of seniority
2. Customer experience satisfaction rating will increase by 25% one year after training

Goal 1 will be measured through HR data metrics every month to see if the training solution is effective.

Goal 2 will be measured yearly through customer survey results.

Learner Personas



DreamTeam Match Adventure

Characters

- Hiring Managers (Coaches),
- Recruiters (Scouts),
- Candidates (Recruits)
- Talent Poachers (Scouts for other team)

Motivation

- Financial Stability
- Family perseverance
- Career satisfaction

Obstacles

- Unconscious Bias / Bias
- Time Pressure
- Preventing toxic work environment
- Work/Life Balance issues

Outcome

The outcome depends on how the player make choices

- Successfully create DreamTeam and win (chance to collect easter eggs and be crowned Manager of the Year)
- Make at least 3 right choices and learn (the restaurant still survives)
- Fail to make 3 right choices and lose (may lose job, restaurant may close, may lose status)

Challenges

- Business Survival
- Talent Shortage
- High Turnover

Setting

- Main St. in city
- Announcers (1&2) are the narrators and the community is watching

Climax

- Restaurant was forced to close in March and now they want to reopen for Mother's Day to avoid financial ruin



DreamTeam Match

Method

Delivery Method: eLearning and face-to-face workshop

Learning Activities:

Role Playing Scenarios

- Unconscious Bias
 - Why are the kitchen staff 100% men?
 - Why do the hostesses all share the same demographics: under 30, white, blonde hair?
- Handling Work/Life Balance with employees
 - Flexible scheduling
 - Benefit offerings
 - Fair and equity practices
- Identify Red Flags
 - Job Hoppers
 - Short employment frames
 - Negative outcomes



DreamTeam Match

Engagement

Game Mechanics

1. Branching Choices
2. Countdown
3. Hints
4. Knowledge Share
5. Penalties
6. Easter Eggs

The game will be built in Articulate Storyline for eLearning however I would recommend a blended approach. Interviewing is a skill that requires practice so I believe a semi-annual workshop that allows for role playing and best practices discussion would increase the chances of mastery for each manager.

LET'S
PLAY!

Indulgence on Main
Fine Dining



DREAMTEAM MATCH
RESTAURANT STYLE

Tam

QSR NEWS

www.qsrnews.com

Foodie News

- Since 1973

Is This the End for Indulgence on Main?



How restaurants hire, what they offer, and where they go from here—it's all changing.

The Indulgence on Main restaurant has been closed three weeks due to hiring challenges. They hired the DreamTeam Match, a Recruiting firm, to help them find top recruits that embodies the restaurant's core values. The DreamTeam Match is hosting a talent showcase this week on Monday, Tuesday and Wednesday. They are looking for experienced chefs, sous chefs, servers, hostesses and kitchen staff.

DreamTeam Match uses a similar technique of the NFL combine to quickly assess and place candidates. To be successful the Managers must use behavioral interviewing techniques and know when to make an offer and when to pass.

Is it too late for this four-star restaurant or can the DreamTeam Match showcase save them?



DreamTeam Match Showcase

How it works

The recruiters have invited 6 candidates for 6 different roles to the private DreamTeam Match Showcase held at the restaurant. The first two days will be a series of drills and testing to determine if they can stand the heat in kitchen.

On the third day, each candidate will go through a rigorous behavioral interview where the manager will pick through their work history to see if they have what it takes to make the DreamTeam.

Each manager must use their time wisely because talent poachers are lurking at every corner to steal away restaurant stars. However, if they make a decision too quickly, they may end up with a dud.

Talent Poacher





DreamTeam Match Showcase

How it works

The goal is to match all six spots correctly to make a perfect DreamTeam Match. The ultimate prize is a successful career at a top restaurant. **If you collect 5 rings throughout the game, you could be crowned as the manager of the year.**

The game will allow you 1 hint per interview and 1 opportunity to gain knowledge from your co-worker. However, if you take too much time you may lose the candidate before you could make the offer. If you rush your decision, you could lose all changes of the crown and possibly lose your job.

You will need to understand your hiring needs, actively listen to the candidate's response to know what is the right choice. Once you complete your team, we will forecast your results.

Remember to keep your bias in check and choose wisely. Time is running out.



21 Days
Until

Mother's
Day

Let's meet the Managers



John Rogers



Eric Johnson



Anissa Day

Click on each
Manager's Picture to
learn more

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Fine Dining



Let's Meet the Recruits



Charles D.



Daniel D.



Lisa F.



Edward P.



Elena P.



Darian G.



Kim P.



Brian N.



Erik W.



Charlie R.



Tiffany R.



Edwin P.



Drew T.



Greg M.



Mara F..



Nikki D.



Sara K.



Pedro G..



Vanessa C.



Ashley W.

Hover

Daniel

- 5 Years of Server Experience
- Speaks 2 languages
- Wine Expert

Recruits' highlights will appear on a jersey when the user hover over each Recruit.

Hover over each picture to learn more

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RECAP

ROUND ONE

The Recruits takes an aptitude test that test them on the restaurants six core values:

- ✓ Kind Optimism,
- ✓ Curious Intelligence,
- ✓ Work Ethic,
- ✓ Empathy,
- ✓ Self-Awareness
- ✓ Integrity

The recruit must meet the minimal in every core value to move on to the next round.

ROUND TWO

The remaining recruits perform 2 drills in their specialty area. The drills will determine who can stand the heat in the kitchen

- Chefs & Sous Chefs team up in pairs to make a signature dish at the restaurant
 - Each team is timed and graded
- Kitchen Staff will manage incoming orders and keep everything moving
 - A few surprises to throw off the normal flow
- The servers must serve the guest (staged by Matchmaker company)
 - Picky guest are the best

Let's Play Round
Three and Make a
DreamTeam Match

Round Three



Drew T.



Daniel D.



Brian N.



Charles D.



Elena P.



Kim P.



Edwin P.



Vanessa C.

SERVERS

CHEFS



Darian G.



Greg M.



Mara F..



Nikki D.



Sara K.

KITCHEN



Ashley W.

HOSTESS

Click on Brian
picture to see round
1 and 2 results

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Round Three



Brian N.



Questions

tell me about a time when the kitchen was busy and you messed up on a entree that takes 20 minutes to cook, How did you handle the situation?

Probing Questions

Make an offer

Reject

Accept an offer

2nd Interview



Hover over each picture to see round 1 and 2 results

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DreamTeam?



Brian N.



Charles D.



Elena P.



Kim P.



Nikki D.



Darian G.

RESULTS

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DreamTeam?



Brian N.



Charles D.



Elena P.



Kim P.



Nikki D.



Darian G.

RESULTS



DREAMTEAM MATCH

RESTAURANT STYLE

Thank you for playing. You should now successfully be able to:

- Promote *Indulgence on Main Core Values*
- Ask effective interview questions
- Ask probing questions to reveal information
- Recognize your unconscious bias to avoid making a bad hire
- Close the deal and negotiate a fair package