



# RADIANT LEARNING CENTER

efficient. flexible. scalable.

We offer a solution that will provide continuous benefits to your restaurant. The Radiant Learning Center is the tool to help you distribute quality ongoing training in a manner that is efficient, flexible, and scalable.

The Radiant Learning Center is an online training service designed to provide your management or staff personnel with anytime, anywhere access to training tools that maximize the benefits of your Radiant solution.

Whether your staff needs a refresher on some functions of your Radiant solution or an efficient way to train new management or front of house personnel, the Radiant Learning Center can provide them with the answers they need on-demand at a time that fits their schedule.

*The Radiant Learning Center is an efficient, cost-effective tool that puts technology to work for you and provides the following advantages over traditional training methods:*

## ➤ REDUCED TRAINING COSTS

24/7 access to training allows you to reduce the costs associated with traditional training including travel expenses, time away from the job, and resource time needed to train your new employees.

## ➤ REDUCED SUPPORT COSTS

The Radiant Learning Center can ultimately increase your ability to be self-sufficient. Empower your employees so they will have answers at their fingertips.

*By making it easier for you to provide training to your organization, the Radiant Learning Center enables you to have better trained employees which can provide the following additional benefits to your organization:*

## ➤ CONSISTENT CUSTOMER SERVICE

Employees who are better trained are better able to focus on your customers. Additionally, new employees may view detailed and standardized training online without supervision. This process will allow management and staff to focus more time on current customers, guest service, and overall customer satisfaction.

## ➤ INCREASED EMPLOYEE RETENTION

Employees who are trained to perform will be more likely to reward you as loyal contributors to the success of your business operations.

## ➤ ENHANCED OPERATIONAL EFFICIENCY

By understanding how to maximize the functionality of your Radiant solution, you will become more efficient and satisfied with your investment.



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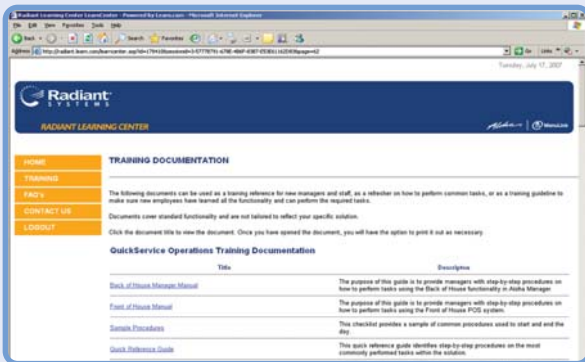
## RADIANT LEARNING CENTER OFFERINGS

### ACCESSIBLE VIA SOFTWARE MEMBERSHIP PROMOTION

The Aloha Software Membership Program includes access to the Radiant Learning Center which provides on-demand access to training modules and reference material designed to provide your site and management personnel with targeted training.

The following features within the Radiant Learning Center will help you to maximize the efficiency of operations related to your solution at the site level:

- Targeted training modules that show users how to perform specific tasks on the solution. Each training module explains how to perform a system-based task through a combination of scenarios and actual system walk-throughs.
- Reference materials are available to provide additional sources about the functionality of the solution. Included are training tools and checklists to help facilitate repeatable training processes and skill validation at the site.
- Quizzes are provided to test users' retention of what they learned in a specific training module. This type of measurement allows users to determine if they need to review the related reference material or to watch the training module again.



*"We have been making great use of the webinars... they are a great tool and I'm utilizing them daily to view with agents that I am training. They provide additional information and help cover any topics or info that I may skip or miss while doing the agent training."*

– Travis King  
ACS incorporated

## AVAILABLE TRAINING COURSES

Radiant has created numerous courses to provide training on all of our products for the range of user roles within your organization. When you access the the Radiant Learning Center, you also choose one or more libraries of content that provide standard training on targeted functionality within your Radiant solution.

### OPERATIONS

This library contains training on how to perform common tasks encountered in daily operations. Examples of learning plans and modules in this library include:

- **Quick Service & TableService** – Shift Maintenance, Managing Deposits, Managing Employees and Managing Time Punches
- **Inventory Control** – Entering Physical Counts, Purchasing, Receiving, Transfers and Managing Adjustments
- **Aloha Labor Scheduler** – Getting Started Right, Configuring Employees and Jobs, Automatic Scheduling, and Using Reports

### MAINTENANCE

This library contains modules that are targeted to resources responsible for maintaining the site's database. Examples of learning plans and modules in this library include:

- **QuickService** – Adding Items, Payment Reconciliation, Panel Editor, Comps and Promos and Pricing Strategies
- **TableService** – Adding Items, Pivot Seating, Building Floor Plans, Team Tip Distribution, Comps and Promos and Pricing Strategies
- **Inventory Control** – Managing Recipes, Menus and Sales Items, Managing Inventory and Vendor Items, Replication Manager and Autoscripts

### CDM IMPLEMENTATION

This library contains modules that are designed to help train and prepare resources responsible for creating, implementing, and rolling out a Centralized Data Management solution across multiple sites. Examples of titles in this library include CDM Overview, Gathering Requirements in a CDM Environment, Implementation, Rollout Prep and Data Maintenance and CDM Site Specific Configuration.

### BACK OFFICE ADD-ONS

This library contains modules to provide training on our Deliver/Frequent Buyer and Gift Certificate Manager applications. These modules will provide training for those responsible for installing, configuring and using the functionality in this application. Examples of titles in this library include Installation and Configuration (for both applications), Delivery/Frequent Buyer Program Groups and Functions, Gift Certificate Manager Menu Functions, and Gift Certificate Manager – Selling and Redeeming.



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