

Happy New Year & welcome to our latest newsletter.

Outlook Partnerships News



Outlook Partnerships

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We have listened to your feedback and changed the format, so please let us know what you think.

In this edition we are going to:-

Give you an overview of our success with Little Chef.



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How did Outlook Partnerships help to change Little Chef ?

We have been working with Little Chef for the last 12 months in supporting their business strategy, by developing the skills & behaviours of some of their key individuals through a Management Development programme. This has been designed & delivered for 20 Regional Business Managers, to develop their commercial & business skills, improve operational standards & technical competence in the following areas :-

 **Customer Service**

 **Leadership Skills**

 **Change Management**

 **Sales Development**

 **Planning & Prioritising**

 **Communication & Influencing**

As a result the individuals are now proactively supporting the business strategy by leading high impact change management projects to improve business performances.

We have also supported the business through the recruitment & development of 16 Regional Trainers across the estate. They have also benefited from extensive training to understand the implications & expectations of their role, in Training Design & Training Delivery. This training has also led to an external industry recognised Train the Trainer Accreditation. Their roles are a pivotal part of the future for Little Chef, in cascading training to all employees.

To continue to support the business strategy we have designed and delivered Customer Service training to over 100 Restaurant Managers. This training has improved their **customer service knowledge by a significant 49%** on average. We also measured the impact of this training on the business through the Mystery Shopper results over a 4 month period where managers who did attend the training **improved their customer service results by 79%**.

Celebrations have also been in order for the Little Chef Popham Restaurant, who have been named among the UK's top eateries & included in the prestigious Good Food Guide 2010, after working with Michelin-starred chef Heston Blumenthal to revamp Little Chef and the training programmes we have delivered to support their development needs.



What did Little Chef say about how we have changed their business ?

"Little Chef has embarked on a complete change programme over the last 18 months with training development at the heart of improving the commercial success of the business. We have moved from loss to profit and Amanda has been critical in taking elements of the change programme particularly around change management, training development & customer service & making it happen for us. She has delivered high quality, commercially aware training, tailored to our culture & needs" *Tracey Mulligan, HR Director.*

Working with Little Chef is a rewarding and highly successful adventure. We have made some significant steps forward in the development of commercial and business skills and are continuing to support the strategy for the future - a truly successful partnership.

To find out more about how we can support your business goals please call give me a call.

Amanda

Developing Individuals to Achieve Results