



# Case Study

Stories, results, and insights from  
our customers and their learners

USE CASE

## Making restaurant operations more efficient

### Goals

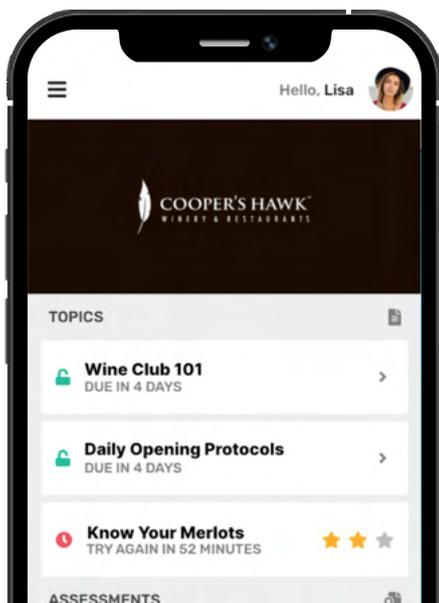
- Identify and close knowledge gaps on wine varietals, food pairings, and restaurant operations
- Create a scalable training platform to expedite new restaurant openings
- Improve team member engagement and satisfaction with training initiatives
- Reduce training costs

### Results

Trivie **boosted employee engagement in training by 75%**

Trivie helped team members **retain 94% of their training** over a 12-month period

To achieve these results it required **less than 10 minutes** per month per employee



**"This is the best way to train that I've ever seen."**

~ General Manager



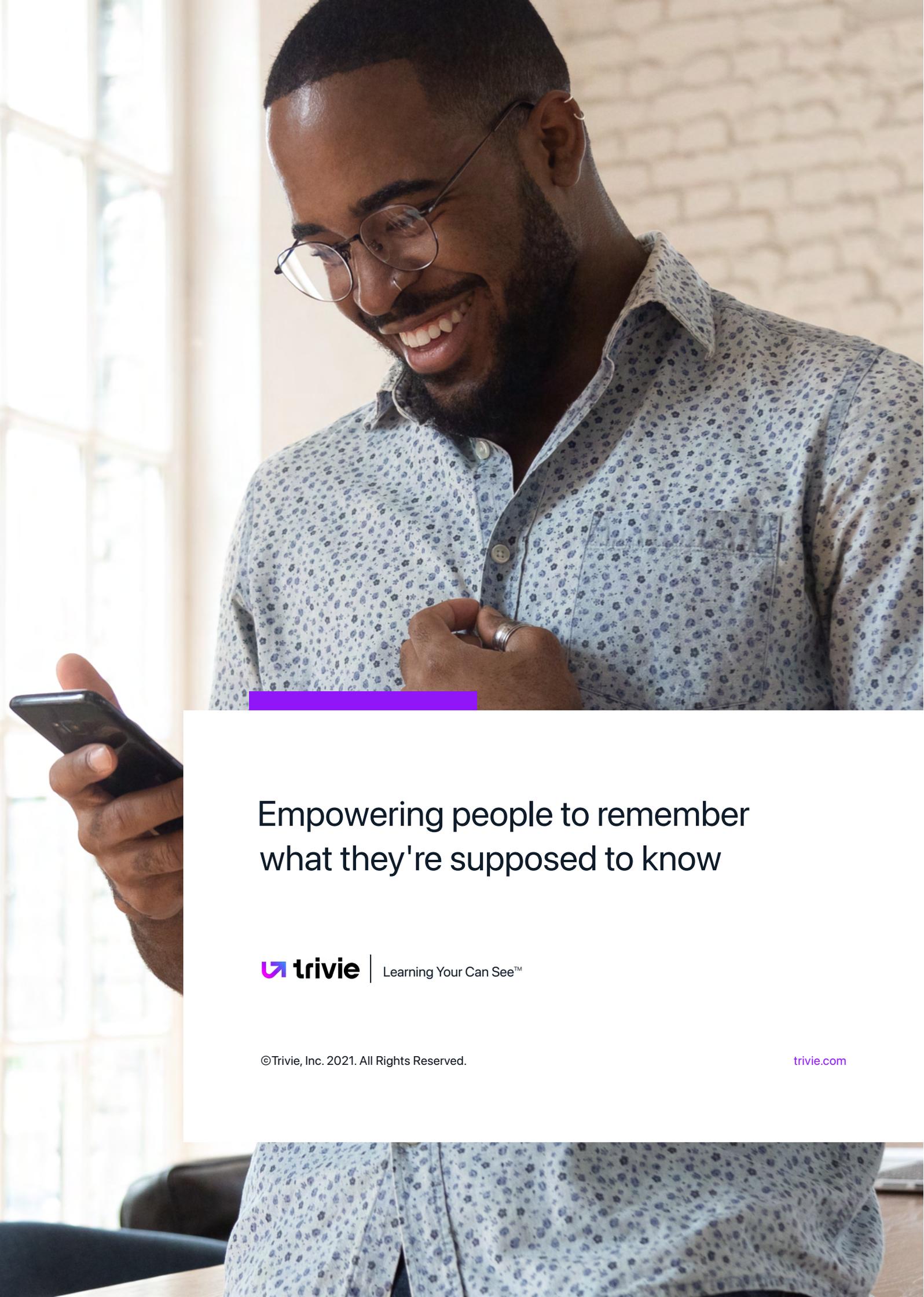
### Cooper's Hawk and Trivie

Cooper's Hawk is an upscale restaurant and winery chain with more than 40 locations throughout the mid-west United States. In 2017, Cooper's Hawk was looking for a better way to further engage and standardize their learning programs across all of their stores.

Considering the brand has a strong emphasis on winemaking, the complexity of training was extensive. Cooper's Hawk partnered with Trivie to empower their team members with a fun and easy to use learning app. In just a matter of hours, Cooper's Hawk was able to have Trivie up-and-running and in the hands of thousands of servers, chefs, and staff members. Using Trivie, Cooper's Hawk was able to see a material

knowledge gain of over 70%, and sustained knowledge retention of 94% nine months later.

Because of the documented knowledge retention, ease of use, and extremely positive feedback from staff members, Trivie has become integral to Cooper's Hawk training programs to ensure a consistent food and wine dining experience.



Empowering people to remember  
what they're supposed to know

 **trivie** | Learning Your Can See™

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