



TRC Empowers Restaurant Operations Help Desk to Achieve Record Service Levels and \$1M+ in Savings

The Client's Challenge

Help client manage high-performing help desk with expectations for maintaining best-in-class service levels. Create a learning environment where help desk associates continually build skills, grow their careers and add value to the organization. Client holds customer satisfaction and service quality above other metrics.

Culture Drives Performance

Developed and implemented a learning management system for associates

Embedded HR Generalist in organization

Developed robust employee retention program

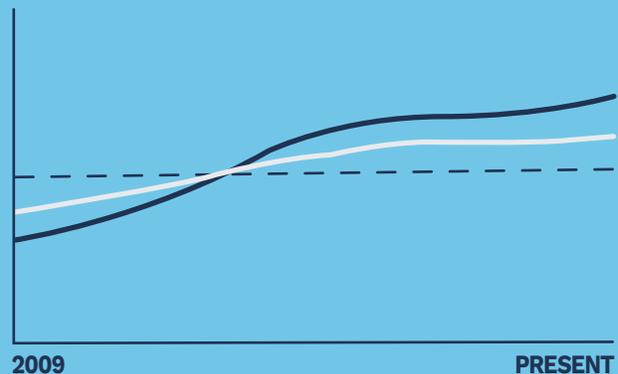
Benefits program designed to attract and retain high caliber talent

Recommended and implemented incentive program

Manage "environmental" factors designed to create a functional and highly desirable work center

TRC's Approach

Staff and manage an average of 50 fully-integrated tier 1, 2 and 3 help desk associates, implement a learning management system and ongoing HR programs to drive continued growth. Develop a talent engine designed to attract and retain the best available talent in the market while balancing the client's need for cost containment.



The Results

Client Service Levels are at or above targets since TRC implemented and integrated the 3 new program. Employee job satisfaction and tenure are both at historically high levels.

- TRC handles talent acquisition and development for all help desk associates
- Annual hard dollar cost savings in excess of 1 million dollars
- Eliminate client's management time focused on non-exempt workforce issues, allowing them to focus on more strategic issues
- Average 50 help desk associates

