

The Coeur d'Alene Resort

SUCCESS STORY

The Coeur d'Alene Resort, a world–renowned destination for vacation, business, romance and fun, overlooks a stunning alpine lake in a quaint, friendly downtown lakeside atmosphere in beautiful North Idaho.

To ensure a great guest experience, effective training was required. See how they used SkyPrep to make magic happen.

skyprep

The Coeur d'Alene

The Coeur d'Alene Resort
Coeur d'Alene, ID, USA

Type
Resort

Web Site
www.cdaresort.com

Users Training
640+

Months using SkyPrep
6+

Assessments Completed
1,900+

THE CUSTOMER

Whether you want to play on the world's only floating golf green, escape to the spa, or lounge by their lakeside infinity pool, The Coeur d'Alene Resort will help make your getaway a magical and memorable experience. Their service team is renowned for heartfelt hospitality and attention to every detail!

However, impeccable guest service isn't something that comes naturally. It requires dedicated employees and effective training. Let's take a look at how The Coeur d'Alene Resort used SkyPrep to make their guest experience even more memorable than it already was.

THE CHALLENGE

With a firm belief in creating "Great Guest Moments" for every guest, employee training is paramount. Aside from the obvious benefits, effective training also provides insight into what a fun, rewarding, and worthwhile company they have jumped aboard with!

We initially did a 2–3hourin–persontraining presentation once a month. The problem with this was that many employees would not show up, and those who were able to make it were not necessarily engaged or involved in the presentation.
–Cally King –CDA Resort

The Coeur d'Alene Resort realized this and decided to start the process of finding an LMS that would help them realize their goals of increased convenience for employees, reduced costs for the Personnel department, and a fun and engaging work environment.

We have had this on our radar for the past year or so, but truly began our search during the summer of 2017(summer is our "high season" with the most seasonal employees at any given point in the year – training new staff in–person can be challenging and time consuming).
–Cally King –CDA Resort

During the search, price, user–friendliness, and customer support were factors considered to be extremely important. With SkyPrep, The Coeur d'Alene Resort was able to check all three boxes, and they found a platform that met their practical needs, while also providing an amazing customer service experience, all at a very competitive price.

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THE SOLUTION

While we pride ourselves on the intuitiveness of the platform, there will inevitably be questions that come with any new service. Taking advantage of SkyPrep's complimentary onboarding and training sessions, The Resort's roll–outwent smoothly.

SkyPrep's ease–of–useallowed The Resort to not only create their New Employee Orientation courses, but also department–specific courses.

SkyPrep not only seemed like a very user–friendlyplatform, but it was also offered at a price that we could not resist! Their customer support was beyond helpful and is within an arm's reach at all times. Thank you!
–Cally King –CDA Resort

The assessments also play a key part in The Resort's training ––they allow administrators to see exactly how effective the training has been. As an added bonus, assessments in SkyPrep are automatically graded, saving time and effort!

"We love how user-friendly SkyPrep is and can truly see how it can help businesses big and small."

THE RESULTS

After having used SkyPrep for a while and looking back, the benefits are tangible. Guests have an even more memorable experience, staff are better trained, and it's all done at a lower cost and in a shorter period.

Here at The Resort, we hire new employees quite often (especially in high seasons where we need more hands on deck!). With that being said, we not only use SkyPrep for New Employee Orientation, but also for focusing on different departments within our property. For instance, we have a Knife–Cutting Safety video for our Chefs and Kitchen Staff, a Holiday video for our front–of–house employees, and so on.
–Cally King –CDA Resort

Being able to use any existing training content in SkyPrep has helped streamline the course creation process. If there's content that is deemed important, it can be added to a SkyPrep course in a matter of seconds. Being able to add content easily has allowed courses to cover a greater number of topics, leading to employees that are more knowledgeable about The Resort than they were before.

Many of our employees are now able to answer questions to our Guests that they were unable to do before. The quizzes within SkyPrep ensure that our staff members understand the core values and beliefs of our fabulous company!
–Cally King –CDA Resort

We just want to be sure to say how much we have enjoyed the SkyPrep Program we look forward to using it for years to come!
–Cally King –CDA Resort

Items Viewed:
2,793

Courses Passed:
637

Assessments Completed:
1,983

Questions Answered:
29,527

Total Logins:
1,313



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