CUSTOMER STORY

skyprep

At Your Service (AYS)

Automating New Hire Training for 500 Guest Service Representatives Using SkyPrep

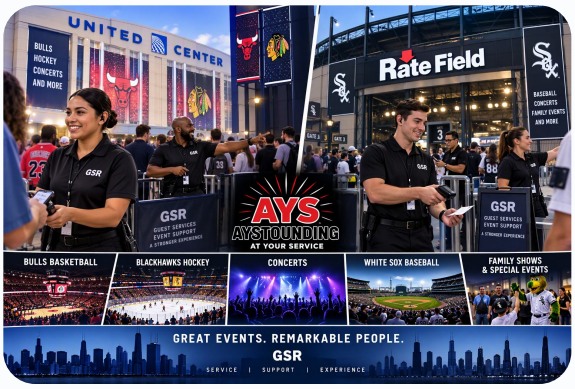


500
Service Representatives Trained

100%
Automated Training Assignments

2
Major Venues Supported

The Customer



Founded in 1994 as a joint venture between the **Chicago White Sox**, **Chicago Bulls**, and **Chicago Blackhawks**, **At Your Service (AYS)** provides guest services and event security at major Chicago sports and entertainment venues, including Rate Field and the United Center.

AYS trains and manages frontline staff to deliver safe, welcoming, and consistent guest experiences at professional sporting events, concerts, and other live events.

Case Study Overview

Use Case
- Seasonal Employee Onboarding

Key Challenges
- Manual training assignments and tracking
- Inconsistent onboarding across multiple venues
- Administrative burden managing 500 new hires each session

Key Features
- ADP Integration
- Automated training progression
- Blended learning (eLearning & ILT)

Key Results
- Eliminated manual course assignments
- Reduced training admin time
- Standardized onboarding across venues
- Improved visibility into training progress

The Challenge

Each season, At Your Service (AYS) hires approximately **500 Guest Service Representatives** (GSRs) to support events at venues including United Center and Rate Field.

Managing onboarding at this scale presented several challenges:

- Time-consuming manual course assignments
- Difficulty tracking training completion
- Inconsistent onboarding experiences
- Increased administrative workload
- Delays in preparing staff for event-day responsibilities

AYS needed a scalable solution to **streamline onboarding, reduce administrative effort,** and **ensure employees completed mandatory training** in the correct order.



The Solution

AYS leveraged **SkyPrep's integration capabilities**, **automation rules**, and **reporting tools** to create a structured onboarding experience that progressed employees through training based on hiring status and course completion.

Rather than requiring trainers to manually assign multiple courses to hundreds of employees, SkyPrep automatically delivered the right training at the right time. Through its **integration with ADP** and **rule-based automation**, the platform ensured employees advanced through onboarding in a logical sequence while providing administrators with real-time visibility into progress and completion.

When an employee's status in ADP changed to indicate they had been hired, **ADP communicated with SkyPrep and automatically assigned three required onboarding courses:**

1 PHASE 1
Foundational Onboarding
Automatically assigned upon hire.

- eLearning — Sexual Harassment and Bystander Responsibilities
- eLearning — KultureCity
- Instructor-Led — GSR New Hire Training

AUTOMATION TRIGGER
When GSR New Hire Training is completed, SkyPrep automatically assigns the next phase of training.

2 PHASE 2
Advanced Training
Automatically assigned after completing GSR New Hire Training

- Instructor-Led — Workday Readiness
- Instructor-Led — Customer Service Foundations

AUTOMATION TRIGGER
When Customer Service Foundations is completed, SkyPrep automatically assigns the next phase of training.

3 PHASE 3
Event Preparation
Automatically assigned after completing Customer Service Foundations.

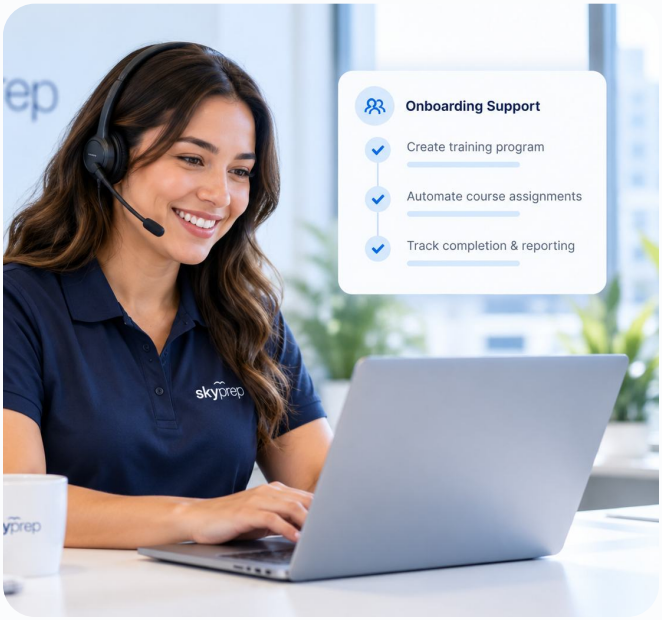
- eLearning — White Sox Online Training

Why SkyPrep?

Managing onboarding for approximately 500 Guest Service Representatives each season would be difficult and time-consuming without automation.

SkyPrep simplified the process by:

- **Automatically assigning** training when ADP identified a new hire.
- **Triggering additional** course assignments based on training completion milestones.
- **Eliminating** the need for manual enrollment of hundreds of employees.
- Providing **real-time reporting** and completion tracking.
- **Housing training records** in a centralized system.
- **Creating a consistent** onboarding experience for every employee.
- **Ensuring** employees progressed through training in the intended sequence.



> **"Our SkyPrep representative has been consistently responsive, knowledgeable, and proactive. Their support in optimizing automation, resolving issues, and improving our onboarding process has been instrumental in achieving our training objectives."**
>
> AYS Training Team

The Impact

For the AYS Training Team, SkyPrep transformed what could have been a heavily manual process into a streamlined workflow that largely operates automatically once business rules are established. The combination of a flexible platform and outstanding customer support has made SkyPrep a valuable partner in AYS's training strategy.

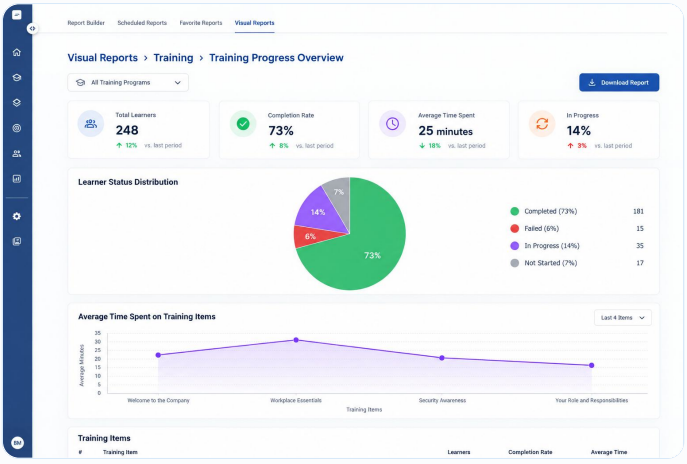
- Less administrative effort
- Consistent onboarding across venues
- Greater visibility into training progress
- A better-prepared team for event-day responsibilities

Monitoring and Reporting

SkyPrep gave the AYS Training Team real-time visibility into employee onboarding, allowing them to track progress, identify outstanding training, and monitor completion across hundreds of new hires

What AYS could monitor:

- Course enrollments and completion rates
- Employee progress
- Outstanding assignments
- Training trends across the new hires population



Illustrative SkyPrep reporting view. Sample data shown.

The Result

By automating onboarding for approximately 500 seasonal employees, SkyPrep reduced administrative work, allowing trainers to focus on supporting learners, evaluating training effectiveness, and improving employee readiness.

Improved Efficiency & Reduced Admin

SkyPrep **automatically assigned training based on hiring status and course-completion rules**, eliminating manual course assignments for approximately 500 seasonal employees. Centralized tracking and reporting further **reduced administrative work, manual follow-ups, and the risk of errors**.

Consistent Learning Experience

All GSRs received the **same onboarding training and messaging**. Employees completed courses in the appropriate sequence, and automation ensured prerequisite training was completed before advanced or venue-specific courses were assigned.

Increased Visibility

Trainers and leaders could **monitor progress in real time.** Completion reports provided immediate insight into employee readiness, and training records were easily accessible for compliance and operational reporting.

Better Employee Readiness

Employees completed training covering **workplace expectations, accessibility, customer service standards, and venue-specific procedures,** helping prepare them for their responsibilities. Managers reported that employees arrived at their first events **more confident, knowledgeable, and prepared to serve guests.**

The Conclusion

SkyPrep helped At Your Service transform a time-consuming onboarding process into a **scalable, automated training program supporting approximately 500 seasonal employees.**

Through ADP integration, automated course assignments, and completion-based training progression, AYS can consistently deliver the right training at the right time, while centralized reporting gives administrators visibility into employee progress.

Combined with responsive customer support, SkyPrep has helped AYS **reduce administrative workload, standardize onboarding, and better prepare employees for their event-day responsibilities.**



Key Takeaway

Less time managing training.
More time preparing for event day.

Through ADP integration, rule-based automation, blended learning delivery, centralized reporting, and exceptional customer support, SkyPrep has helped AYS transform onboarding from a manual, time-intensive process into a scalable training workflow that supports approximately 500 new Guest Service Representatives each season, ensuring the right training is delivered to the right employee at the right time.



Ready to Simplify Your Employee Training?

See how SkyPrep can help your organization automate training, reduce administrative work, and deliver consistent onboarding experiences at scale.

Book a demo → skyprep.com/demo

