



SPOTLIGHT ON...

Jessica Thompson (General Manager - Cambridge, Ontario)

Jessica began her career with Wendy's restaurants in November 2014 as part of Quicker Foods Inc. owned and operated by franchisees Greg Hogarth and Grant Zamidar. Jessica is the GM of the Hespeler Road Wendy's located in Cambridge, Ontario. She truly has a passion for people which is clearly demonstrated in her role as General Manager.

When Jessica started with Wendy's, she noticed the restaurant was having a lot of problems with turnover, retention, morale, training and management. She realized that she needed to try something new as what she was already doing was clearly not working. Effective training was the missing ingredient.

Having managers train was not realistic or a good idea for proper training as she finds that they're just too busy running shifts to impactfully train crew one on one. Jessica then embraced the idea to train and develop Crew Trainers whose sole focus was to be the restaurant's 'trainer'. This reinforced her strong belief that "once you hire the right candidate, training is the most important part!"

If you're going to have key crew people train, then you need to train them on how to train properly and empower them. Crew Trainers are a very important part of Jessica's restaurant.

In a short span of only a little over a year, with the help of Crew Trainers, Jessica has reduced the turnover rate by over 150%! Furthermore, she has increased morale in the restaurant creating a more positive work environment and employee experience for her team.

The secret to her success is believing that "training never ends; there's always a need to be training and following up to be successful".

To ensure the ongoing success of the Crew Trainer, Jessica ensures that her managers follow up on restaurant progress with the Crew Trainer. Furthermore, she ensures that training is reflected in their performance discussions, IDP's and reviews.

Jessica fully embraces the Crew Trainer position because it works and she has the results to prove it! The Crew Trainer improves not just training, but morale, turnover and retention. She has since promoted 2 people to Shift Supervisor through the Crew Trainer position with one more that will be promoted 1st quarter 2018.

Congratulations Jessica ...as Dave Thomas would say, "Well Done!"

