



CUSTOMER SNAPSHOTS

Creating a Recipe for Employee Engagement and Retention

Industry: Restaurants

Learners: 2,400



Biscuitville Fresh Southern, a family-owned company, has served authentic Southern food since 1966.

With 87 locations across Virginia, North Carolina, and South Carolina, the company prioritizes locally sourced ingredients from family businesses, uses traditional cooking methods, and bakes fresh biscuits every 15 minutes. Biscuitville has an annual growth rate of 8-10%.

Biscuitville places a strong emphasis on workforce development to enhance employee engagement and retention. The company sought to understand its employees' training needs.

The L&D team implemented a research initiative, conducting over 230 surveys to identify employee needs and challenges across distinct roles.

Armed with valuable insights, they formulated a vision for a dynamic new learning management system (LMS). After evaluating 16 vendors, Biscuitville chose Schoox for its extensive resource library, ability to audit for training completion, and user-friendly tools to empower employees to excel.



Customer Snapshot: Biscuitville

➔ A digital Matrix for tailored career paths

The learning and development team created a digital career path matrix to clarify which training materials were needed and those that already existed.

➔ Structured learning for career progression

Employees now have clear visibility into which skills they need for advancement and how to best develop them to progress into manager positions.

➔ Impressive cost and time savings

The team achieved a 95% reduction in training administration time, 57% faster onboarding, and cut new hire time-to-productivity from seven days to three.

➔ Robust compliance training and reporting

Biscuitville supercharged training processes with formal training standards and robust compliance reporting to tackle health and safety risks head-on.

➔ Exceptional learning delivery

Biscuitville has delivered more than 15,000 hours of training, and its average companywide course completion rate is now between 92% and 95%.

➔ Employee engagement and reduced turnover

Thanks to higher engagement levels, the company's employee retention rates have increased by 30%, and their employee turnover is at a record low.



Schoox has delivered significant cost and time savings to our learning and development efforts. We've achieved a 95% reduction in time spent on training administration. Onboarding is now 57% faster, and the time it takes new hires to reach productivity has decreased from seven days to just three days."

Aku Patel

Vice President of Restaurant Excellence, Biscuitville

ABOUT SCHOOX

Schoox empowers frontline organizations to turn learning into a strategic advantage. We put people over process, making learning and career development easy, accessible, rewarding, and fun for all employees, from frontline to corporate. Learners "up" their skills, grow on the job, and get more done—and you can measure the business impact across your entire organization. [Learn more at schoox.com](https://www.schoox.com).



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