



OLIVE
for Training

&

GOURMET
FOOD PARLOUR

Customer Story

Digital Induction & Compliance
Training - Hospitality Sector



"As the HR Manager at Gourmet Food Parlour, a food business with ten bustling locations across Ireland, I'm always on the lookout for solutions that streamline our operations while maintaining the high standards we're known for. The training software provided by Olive for Training has been a game-changer for us.

From onboarding new team members to delivering ongoing HACCP and health and safety training, the platform is incredibly user-friendly and comprehensive. It has allowed us to maintain consistency and ensure that every staff member, regardless of location, is equipped with the knowledge and tools they need to succeed.

At Gourmet Food Parlour, we pride ourselves on using local produce and delivering best-in-class customer service. This software supports us in upholding these values by creating a more efficient and engaging training experience for our team.

I genuinely appreciate the support and partnership from Dylan and the team at Olive for Training. Their software has made a tangible difference in our operations, and I'd highly recommend it to any business looking to enhance their training processes."



Laura McMahon

HR Manager at Gourmet Food Parlour



**GOURMET
FOOD PARLOUR**

**delivers best in
class induction and
compliance with**



Passion and people drive the business.

Established in 2006, Gourmet Food Parlour has evolved to become Dublin's most trusted restaurant group, with 6 locations across Dublin and Galway including a state-of-the-art catering kitchen in Santry.

In 2023, GFP opened 3 unique dining concepts inside the iconic Arnotts Dublin department store.

From floor staff to Reservations, every member of the 300 strong workforce has the one goal in mind: ensuring our guests have a fantastic Gourmet experience.

Ensuring diners have a fantastic gourmet experience, by offering best in class training & development

In 2020, the COVID-19 pandemic sent shockwaves through industries worldwide, with tourism and hospitality among the hardest hit. For Gourmet Food Parlour, a business deeply rooted in delivering exceptional culinary experiences, navigating this turbulent period required adaptability, innovation, and an unwavering commitment to sustainability.

Recognising that there was an opportunity to completely review and reinvent their entire onboarding and development process, Gourmet Food Parlour partnered with Olive for Training and redefined its approach to recruitment, training, and customer engagement. By investing in upskilling staff, streamlining onboarding processes, and introducing innovative training programs, the business positioned itself as a leader in resilience and adaptability.

The Balancing Act: Prioritising Training Amid Operational Demands

At Gourmet Food Parlour, high quality training - particularly during onboarding - is recognised as a cornerstone of staff retention. However, the fast-paced nature of the hospitality industry can often make it difficult to manage.

Despite these obstacles, Gourmet Food Parlour understands the long term value of investing in employee development. The team has begun implementing creative solutions to deliver effective, flexible training that fits seamlessly into their operations.

By integrating learning opportunities into day-to-day workflows, the business ensures its staff feel supported and equipped to deliver the high standard of service its customers expect.



At Gourmet Food Parlour, ensuring that staff could access impactful learning programs was crucial to navigating the industry's post-pandemic challenges.

Recognising the need for a modern approach, the team overhauled its training systems to better serve a diverse range of roles - from restaurant staff and kitchen teams to event coordinators and management. The previous reliance on outdated systems created significant hurdles, including limited mobile compatibility, lack of engaging content, and limited opportunity for real-time feedback.

By introducing a streamlined, mobile-friendly learning platform, Gourmet Food Parlour was able to provide flexible, engaging content that empowered its teams to grow professionally without disrupting operations. The platform also incorporated feedback mechanisms, allowing the organisation to continuously refine its training programs and address the evolving needs of its workforce.

Upgrading Learning Systems to Engage a Diverse Workforce



Gourmet Food Parlour recognised the need to upgrade its Learning Management System (LMS) to one that prioritised a seamless and accessible learning experience. Additionally, the platform had to support a diverse workforce while catering to the organisation's external clients and collaborators.

Since many of the learners were front-line, customer-facing employees, the LMS needed to accommodate their busy schedules and work environments. Whether stationed at the front desk of a bustling restaurant, working in the kitchen, or managing an event, accessibility across platforms - particularly mobile devices - was essential.

By implementing a mobile-friendly, user-centric learning platform, Gourmet Food Parlour ensured its staff could access training wherever and whenever they needed it, fostering professional growth while supporting the organisation's post-pandemic recovery efforts.



Creation of bespoke course content for

**GOURMET
FOOD PARLOUR**

A true partnership with a full service solutions

As part of the new LMS delivery, GFP also chose Olive for Training to produce and curate the course content for the company's induction program.

Replacing what had been previously done via powerpoint and pdf, orientation for new staff is now delivered via an interactive video series, broken down into shorter modules for ease of learning, with a built in assessment and acceptance of terms - all fully tailored to meet the specific needs of the Gourmet Food Parlour team.

The image displays three screenshots of a digital induction training interface for 'Gourmet Food Parlour'. The top-left screenshot shows the main menu with 'Module 1' selected, listing items like 'Presenter Introduction' and 'Welcome to GFP'. The top-right screenshot shows a 'Multiple choice question' screen with three icons representing different topics. The bottom screenshot shows a video player with a chef preparing food, overlaid with the text 'We provide and maintain a place of work which is safe and without risk to health.' The interface includes a dark blue header with the company logo and navigation links, and a bottom control bar with play/pause, volume, and navigation buttons.



Dylan Kavanagh,
CEO

About



Over the past 10 years Olive Safety has fast become one of the most trusted providers of safety and compliance training in Ireland.

In recent years our technology has advanced significantly to meet our client's demands for a modern training environment, and our award winning VLE solutions are now used globally by some of the world's best known brands.

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United Rentals

Bidvest NOONAN

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Empowering businesses to **achieve excellence** through comprehensive, streamlined staff training solutions.

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