



Marlin Group ensuring all venues across the country have access to their world class training and documented processes

What made you choose World Manager as the platform to communicate with your teams?

We operate 8 venues across Perth and Darwin, and although each venue is unique with its own name and individual personality, they all rely on the backbone of the Marlin Group business processes to operate effectively.

We needed a way to ensure our teams had access to these processes in a central location so we could be confident they were accessing the most up to date version. We also wanted to ensure teams could be communicated to and trained in the Marlin way in a manner that was both consistent and user-friendly. World Manager gave us the perfect platform for this.

How have you found the implementation process?

We couldn't be happier with our project relationship manager and the work that has gone into setting up our platform. We have been provided with professional support and guidance every step of the way which has made the process a smooth one.

Since implementing World Manager what changes have you seen in your business?

The main change has been the standardisation of processes across our many venues and the ability to track and report on training and compliance. With the platform's tools such as Notices and Manuals & Files, we can control who sees what and when by using the targeting feature, ensuring information is always relevant to the reader and consumed in a timely manner. If we need to track who's read certain correspondence, it's easy to do with the mandatory notices feature.

How has delivering training to your teams changed for you?

Since implementing the platform, we have been able to deliver an effective induction program, introducing our team members to the important parts of their jobs (such as safety & compliance) before they even set foot in a venue. This has saved us countless hours of face-to-face training on these topics, freeing up venue managers to do other things. Of course, we still complete on the job training, but now we have a way to record this using the Sign Off tool. Each component of training sits in neatly structured fuel gauges and all components are measured and recorded in the one place. The World Manager creative team did an awesome job of building content for us, based on the information we gave them, we are happy with how it has turned out.

Has there been any feedback from users?

Feedback so far has been great. We have already had incredible take up of the platform with 62% of staff downloading the app and accessing the platform from their mobile device and we have only been live for a few weeks!

In closing, is there anything else you'd like to mention?

Although we are still in the implementation phase, I can already see the huge benefits the platform will have on the daily operations of our venues, not to mention our culture and sense of belonging for our teams. We are so happy we chose World Manager to do this for us.