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ZONAL STRIKES GOLD WITH TRAINING ACCREDITATION

Zonal Retail Data Systems has been awarded the Gold Standard for its training provision by the Learning & Performance Institute (LPI).

Zonal, which supplies the hospitality sector with integrated hospitality management solutions, has long been recognised as an LPI accredited training provider, with the Gold Standard (GSA) being the definitive mark of quality in Learning & Development.

Zonal's head of learning & development and implementation, Craig Hamill, said: "Being awarded the GSA shows that as a company and team of learning and development professionals, Zonal is committed to high quality and process improvement in the provision of learning, development and training services. This gives our customers the confidence that we are adhering to best practice and operating to the highest possible industry standards as audited by the LPI."

Zonal delivers its core product training from its accredited Innovation Centre in Abingdon, where custom-designed training rooms have the capability of imitating various customer site configurations offering an interactive classroom style environment.

Vic Wiseman, the LPI's chief learning and performance consultant, said: "I have been working with Zonal over the last few years to reshape and up skill the learning and development team and the Training Centre environment. I am pleased to congratulate them on achieving Learning Provider Accreditation at the prestigious Gold Standard level (GSA).

"The team has transformed the quality and effectiveness of its training through the adoption of the LPI's Trainer Performance and Monitoring Assessment (TPMA) and annually submits itself and its services to external independent quality audit by the LPI.

"This gives the team and Zonal confidence that its activities are properly focused on enhancing internal performance. This expertise is also carried across into its external training activities that are aimed at developing capability across the customer base."

Zonal's team of 14 trainers, provide over 11,500 hours of classroom and onsite training courses every year. The company has also developed a suite of e-learning modules that are tailored to meet individual client requirements.

Craig added: "An increasing number of hospitality and retail outlets are turning to e-learning as an effective training tool for employees who are often scattered in different locations and working different shift patterns.

“Having developed such a broad range of certified training programmes, we have recently completed projects on behalf of John Lewis, M&B and Stonegate with extremely positive feedback.”

Zonal Retail Data Systems is the leading provider of integrated hospitality management solutions to over 8,000 leisure and hospitality businesses across the UK. For over 35 years, the company has been working closely with clients to enhance the customer experience through market leading technology, experienced people and a partnership approach to business.

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PHOTO: Zonal's head of learning & development and implementation, Craig Hamill proudly shows off the LPI Gold Standard.

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For further information contact:

Sarah Perrins on 07774 925943 / sarah@limegreencommunications.com

Jo Mathers on 07799 662389 / jo@limegreencommunications.com