



DELIVERING IN-STORE STAFF TRAINING AT SCALE

CASE STUDY

CLIENT

Employee Training
(on behalf of a Grocery Store Chain)
Industry: Retail & Training Services
Scope: Delivery of full in-store employee training across 60 stores for training agency.

RGIS was invited to support the tender as a service delivery partner due to the network of trained auditors familiar with store environments and procedures.

CONCLUSION

This project demonstrated RGIS's ability to pivot from inventory execution to people-based training services, leveraging internal talent in new and impactful ways. It revealed potential for RGIS to offer direct training services to the grocery store chain in the future, improving scope clarity and customer engagement without the need for intermediaries.

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HOW WE CAN HELP YOU



rgis.com



sales@rgis.com



CHALLENGE

A large grocery store chain had recently acquired 60 stores and required a complete employee training program to standardize operations and introduce new systems. The training was to be delivered in-store and remotely across a 6-month period, with significant complexity in scheduling and content delivery.

The global HR and training agency was awarded the contract to deliver this program, but needed a trusted field partner with retail expertise, broad geographic coverage, and the ability to mobilize qualified trainers on short notice. RGIS was invited to support the tender as a service delivery partner.

WHY RGIS?

RGIS was uniquely positioned to assist due to the:

- Extensive retail experience and knowledge of the grocery store's operational structure.
- Network of trained employees familiar with store environments and procedures.
- Flexibility to scale and adapt to shifting training schedules.
- Proven ability to manage both in-store and remote deployment models.

RGIS identified and trained suitable internal personnel to act as trainers, ensuring both quality and speed of deployment.

OUR SOLUTION

RGIS operated as the training agency's delivery partner, supplying qualified trainers for the grocery store transformation program:

Personnel Selection & Training:

- RGIS teams selected for strong communication and presentation skills.
- Trainers received intensive internal training on the grocery store's training modules and tools.

Team Deployment:

- 35 RGIS trainers deployed across 15 stores and 16 pick-up locations.

Training Delivery:

- Initial 3-week remote and on-site training sessions.
- Content delivered via PC using the grocery store-provided materials (PPT, PDFs).
- Sessions conducted both in person and via Microsoft Teams.

RESULTS

- All grocery stores received training within the required timeframe.
- RGIS completed **100% of training sessions in due time.**
- Both the grocery store chain and the training agency praised the professionalism and quality of the RGIS training team.
- The training helped ease the transition of employees from previous store procedures to the new grocery store chain's standards.