



CASE STUDY

RA Sushi



ABOUT THE CLIENT



Sushi • Bar • Restaurant

RA Sushi serves Japanese Fusion Cuisine to guests at its locations throughout the U.S.

www.rasushi.com

“I can categorize my training content much more easily using the library feature.”

- Mandi Janezeck, Director of Training & Development

“We create storyboard training materials to have step by step photos of our recipes. Presentation is an important part of our guest experience.”

- Mandi Janezeck, Director of Training & Development

CHALLENGE

RA Sushi restaurants rely on important front of house and back of house training materials to keep operations running smoothly. Corporate offices must provide their 28 locations with updated materials to ensure a high quality product. Highly visual content is created to effectively train team members.

- Regularly updated materials for Limited Time Offer Rollouts and Menu Updates
- Need for BOH materials durable enough for a kitchen environment
- High quality, photo ‘Storyboards’ to effectively train an employee base speaking multiple languages
- Organize and distribute regularly updated content

PROBLEM SOLVING

RA Sushi began using Mimeo’s platform to upload, build, and proof FOH and BOH training materials for their employees. Using the library to manage her training content, Mandi organized training materials based on promotional and menu content updates.

RESULT

Previous Process

2-2.5 days to internally print, manually laminate, and ship to locations.

Mimeo Process

Under an hour total time to upload, build, proof, and distribute to all RA Sushi locations. Ability to instantly reorder materials with store openings and new hires.

What does Mandi do with her time?

“I focus more on core competencies, conducting additional on site training visits with the general managers of RA Sushi locations. That has more impact than standing in front of a printer.”