
VeGone Training Tasks

VeGone Staff Training: Task Analysis

Main: Confidently answer customers' questions about the VeGone menu.

Sub-Tasks:

Identify Customer Needs:

- **Sub-Task 1.1:** Listen actively to customer inquiries.
- **Sub-Task 1.2:** Discern if the inquiry relates to menu items, ingredients, or core values.

Access Training Materials:

- **Sub-Task 2.1:** Access the VeGone mobile training app on a personal device.
- **Sub-Task 2.2:** Navigate to the appropriate section based on the customer's inquiry (e.g., "VeGone Classics" for menu items, "The VeGone Way" for core values).

Retrieve Information:

- **Sub-Task 3.1:** For menu items: Locate the specific item using the interactive menu with photos.
- **Sub-Task 3.2:** For ingredients: Review the ingredient list and key descriptions.
- **Sub-Task 3.3:** For core values: Review the explanations and short videos in the "The VeGone Way" section.

Communicate Effectively with Customer:

- **Sub-Task 4.1:** Formulate a clear and concise answer to the customer's question.
- **Sub-Task 4.2:** Highlight relevant information from the training materials (e.g., key ingredients, unique flavors, core values).
- **Sub-Task 4.3:** Use positive and enthusiastic language when interacting with the customer.

Respond to Further Inquiries:

- **Sub-Task 5.1:** Listen attentively to any follow-up questions the customer may have.
- **Sub-Task 5.2:** Repeat steps 2-4 as needed to address further inquiries.