SAP Litmos

CELTIC MANOR
HOTELS, RESORTS, CONFERENCES

Industry: Hospitality
Use Case: Employee Training

Celtic Manor transitions to a blended learning approach using SAP Litmos Courses

Celtic Manor is one of Europe's finest five-star destinations for business events, golfing getaways, and luxury escapes in South Wales. Famously hosts to the Ryder golf cup in 2010 and the NATP conference in 2014, they boast three hotels, one country inn with rooms, three championship golf courses, eight restaurants, two spas, and two clubhouses.

Prior to implementing SAP Litmos, they were spending huge amounts of time delivering workshops and classroom based training. This meant a lot of their L&D resource was spent on administration, instead of focusing on connecting training with their employees. They spent reams of energy trying to reach staff in a consistent manner and carving out time for staff to be able to experience what they need in terms of professional development. Getting the right information to the right people, at the right time, was becoming a huge headache. Celtic Manor's L&D team wanted to incorporate new delivery methods to work alongside their traditional learning approaches to better align with the expectations of their learners.

Using SAP Litmos' extensive library of learning resources, consisting of workbooks, infographics, video clips and trailers, and imagery, Celtic Manor have been able to evolve beyond a purely classroom-based training approach, and instead offer learners a more modern and blended training environment. They often use the video content in classroom environments or provide learners with resources to follow up with online after the face-to-face sessions. Learners love it, with the elearning content getting a really positive response across the business.

"It really does do what it says: **it's entertaining, it's informative** and it's definitely not boring. Definitely. **Not. Boring.**"

Tracy Israel
Head of Learning & Development

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