

MICRO CASE STUDY

Maximize Sales Intensity Through Training Improves Overall Hotel Revenue

OBJECTIVES

Stonewall Resort had failed to reach its revenue goal, and the sales team desired to deliver better results. To effectively increase sales, Stonewall Resort needed to improve its team's performance at all skill levels- a challenge in an industry prone to high turnover and an ultra-competitive market.

SOLUTIONS

Through on-demand, role-based training courses, realistic simulations, and immediate coaching. Pyramid Global was able to accelerate sales and improve financial results. Results extended throughout their portfolio, such as the Stonewall Resort.

Before SalesBoost was implemented, Stonewall Resort needed to meet its annual sales target of \$2.2 million, having a \$140,000 discrepancy. Post SalesBoost implementation, by Q2, Stonewall was \$72,000 away from hitting its annual group sales goal of \$2.4 million.

BENEFITS

Instant Performance Feedback

SalesBoost's voice analysis AI software delivers feedback within 30 seconds with tailored recommendations.

Role-Based Curriculum

Learning journeys are customized for each associate based on their level, role, and development needs.

Micro-Learning for Max Engagement

Built with micro-learning in mind and accessibility in your hand. Associates can learn faster, practice quickly, and apply new skills immediately.

AT A GLANCE

Challenges

- Increase Sales
- High Turnover
- Unable to Meet Annual Group Sales Goal

Benefits

- Flexible Customized Training
- Instant Feedback & Performance
- Comprehensive Role-Based Curriculum



"SalesBoost training has affected our financial results, not only in amount but that we're six months ahead of where we were last year. We are seeing great increases in our revenues."

Julie Davis-Petit

Director of Sales & Marketing
The Stonewall Resort
Member of Pyramid Global