

## AI-Enhanced Training Platform for a Global Renowned Catering Brand

### Overview of the Client

The client is a renowned catering company with thousands of restaurant branches across China. As a leading force in the nation's dining industry, the client boasts an extensive network of well-loved brands.

Collaboration between the client and Hengtian began with a focus on enhancing the financial settlement and streamlining operations within chain stores. This partnership has since expanded to include managerial processes, leveraging Hengtian's technological expertise to make operations more efficient.

### Partnership with Hengtian

#### 1) AI Virtual Companion Training

Employees can select scenarios to engage in training with an AI instructor, simulating real business situations. The AI instructor, available in both text and voice interactions, initiates conversations, making training more effective and efficient. Real-time feedback is provided, and records are kept to help employees conduct targeted training reviews.

#### 2) Large-Scale Model Generation

Hengtian combines the client's business data with large-scale model technology to generate realistic and relevant questions and dialogues, allowing for continuous development of training content. Scenarios and content are enriched, optimizing overall training effectiveness.



### **3) Interactive Training Methods**

Training is made consistent and engaging through a gamified format, including daily challenges and competitions. Employees are motivated by earning titles, badges, and other rewards, sustaining their motivation and increasing training efficiency.

### **4) Innovating to Meet Business Needs**

Utilizing large language models, the AI trainer continuously evolves and self-learns, always presenting the most suitable training plans to ensure staff are well-prepared.

### **5) Clear Training Results**

Results are delivered to backend administrators as statistical reports, enabling efficient communication of training outcomes.

### **6) Technological Expertise Driving Innovation**

Hengtian's ability to translate technological expertise into real business results is evident in this collaboration. Operating at the heart of "The Silicon Valley of China," Hengtian brings creative entrepreneurship and cutting-edge technology to its operations.

The client can now conduct staff training at a far more efficient level, with targeted training replacing a blanket approach, leading to more effective operations within its branches.

