



schoox

## CUSTOMER SNAPSHOT



# Ensuring employee success at scale

Industry: Travel & Hospitality

Learners: 9,000



**Sonesta Hotels** began its journey in 1937 as a single beachside hotel. Today, the chain includes thousands of properties spanning nine countries. It boasts a mix of traditional hotels, extended stay locations, and sprawling resort properties complete with gyms, spas, and restaurants. Most of this growth occurred in the short span between summer 2020 and early 2021 when the conglomerate expanded to include hundreds of new properties and thousands of new employees — propelling Sonesta Hotels to the top of the hotel industry.



The reason we're with Schoox is the flexibility it gives us. Little did we know how important that would be when we got started, but it became clear as we continued to scale our business”.

**Derek Fournier**  
Vice President of Training and Engagement

## Customer Snapshot: Sonesta Hotels

### → **Unique branded academies**

Sonesta created academies for 15 brands, each with its own organizational structure and training requirements.

### → **Training anytime, anywhere**

Most Sonesta employees do not have dedicated computers, so the ability to complete courses from any device is key.

### → **Multiple modes of learning**

Sonesta pairs on-demand, asynchronous content with live in-person or virtual instructor-led sessions.

### → **Skills signoff**

Managerial signoffs on skills assessments are used to prepare each employee for success and drive retention.

### → **Personalized content**

With Schoox as their central learning platform, Sonesta easily delivers personalized content to employees.

### → **Measure the business impact of learning**

Schoox enables Sonesta to connect employees, guest feedback, and training—to quantifiable goals and business impact.



As we grow exponentially, we're keeping the focus on how to provide a consistent onboarding experience. With properties across the U.S., asynchronous content combined with on-the-job training helps us ensure that managers in one location are receiving the same level of training as managers in another part of the country. Schoox gives us the best of both worlds.”

**Derek Fournier**

Vice President of Training and Engagement

[Want the Full Sonesta Story? Continue Reading](#) →

## ABOUT SCHOOX

Schoox is workplace learning software with a people-first twist. It puts people over process, making learning and career development easy, accessible, rewarding, and fun while adapting to whatever the world throws your way. Learners “up” their skills, grow on the job, and get more done—and you can measure the impact of all their awesome accomplishments. [Learn more at schoox.com.](#)



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