INTRODUCTION

A fast food restaurant, also known as a Quick Service Restaurant or QSR within the industry itself, is a specific type of restaurant characterized both by its fast food cuisine and by minimal table service. Food served in fast food restaurants typically caters to a "meat-sweet diet" and is offered from a limited menu; is cooked in bulk in advance and kept hot; is finished and packaged to order; and is usually available ready to take away, though seating may be provided. Fast food restaurants are usually part of a restaurant chain or franchise operation, which provisions standardized ingredients and/or partially prepared foods and supplies to each restaurant through controlled supply channels. The term "fast food" was recognized in a dictionary by Merriam–Webster in 1951.

Human Resource management Refers to the Policies, practices and systems that influence employees behavior, attitude and performance, it plays an active role in attracting, Motivating, Rewarding and retaining Employees. Training plays a Very strategic role in supporting a business.

Training refers to a planned effort by a company to facilitate employees learning of job related competencies. These competencies include knowledge, skills or behaviors that are critical for successful job performance. Competitiveness refers to a company’s ability to maintain and gain share in an industry.

Although there are different types of businesses this Research would include a detailed study on the Training and development of a few Quick service restaurants (QSR) along with the High Leverage Training they are into to increase and make the training program more useful for the employees Development and have a Summative evaluation there off.

High Leverage Training is a broader perspective which Companies are getting into. High leverage Training is linked to the Strategic Business Goals and objectives, uses an instructional Design process to ensure that training is effective, and compares or benchmarks the companies Training programs against training program in other companies. This also helps to create working conditions that encourage
continuous learning as this is required for the company to understand the entire work system including the relationships among their jobs, their work units and the company. Employee development is a necessary component of a company’s effort to improve quality, to meet the challenges of global competition and social change and to incorporate technological advances and changes in work design. And last, Summative evaluation is considered to the extent that trainees have changed as a result of participating in the training program.

QSR illustrate how training can contribute to companies’ *competitiveness*

**Competitiveness** – refers to a company’s ability to maintain and gain market share in an industry

- Although they are in different types of businesses, they each have *training practices* that have helped them gain a *competitive advantage* in their markets
- Issues affecting companies and influencing training practices:
  - Customer service
  - Employee retention and growth
  - Doing more with less
  - Quality and productivity

The *training practices* have helped QSR’s:

- Grow the business, and
- Improve customer service, by
- Providing employees with the knowledge and skills they need to be successful
- Refers to the policies, practices, and systems that influence employees’:
  - Behavior
  - Attitudes
  - Performance

HRM practices play a key role in *attracting, motivating, rewarding*, and *retaining* employees

- The **goal of training** is for employees to:
  - Master the knowledge, skill, and behaviors emphasized in training programs,
  - Apply them to their day-to-day activities
• High leverage training
• Linked to strategic goals and objectives
• Uses an instructional design process to ensure that training is effective
• Compares or benchmarks the company’s training programs against training programs in other companies
• Creates working conditions that encourage continuous learning

Continuous Learning – requires employees to understand the entire work system including the relationships among:

• Their jobs
• Their work units
• The entire company

Employees are expected to:

• Acquire new skills and knowledge
• Apply them on the job
• Share this information with other employees

Managers take an active role:

• In identifying training needs
• Helping to ensure that employees use training in their work

Training and Performance

• Emphasis on high-leverage training has been accompanied by a movement to link training to performance improvement
• Training is used to improve employee performance
• This leads to improved business results
• Providing educational opportunities for all employees
• An on-going process of performance improvement that is directly measurable
• Not one-time training events
• The need to demonstrate the benefits of training
• to executives, managers, and trainees\(^1\)
STATEMENT OF PROBLEM

The Investigator has examined the literature and noticed the gap to create working conditions that encourage continuous learning as this is required for the company to understand the entire work system including the relationships among the jobs their work units and the company.

IMPORTANCE OF RESEARCH

This Research Programme would be benefited to the Quick Service restaurants (QSR) by getting into High Leverage Training Methodology, Employee Development and Finally summative Evaluation is focused on the most of Priority along with the below considerations:

- When they want?
- Where they want?
- How they want?
- For as long as they want?
- In their own environment?
- At a Place that suits them?
- In a way that saves costs?
- In a broader range of topics?
- Where they are in control?

LIMITATIONS OF THE STUDY

The researcher will conduct a survey with around 250 People, aged 18-50 years in 3 companies relating to Quick service restaurants (QSR) through Questionnaire, in order to Get the High Leverage Training for employee development and to analyse the Summative Evaluation among the employees in Karnataka State.