

Axonified Employee

Saul Campos,
Store Director,
Northgate González Market



“With Axonify, it’s not just the team leaders who are checking to make sure everybody is following the right procedures, it’s every associate checking everybody. It’s an everyday reminder for them.”

Saul is a Store Director at Northgate González Market, Inc., which owns and operates supermarkets across southern California. We chatted with Saul about how he is using Axonify to boost food safety knowledge at his store:

Q: Can you describe your role at Northgate?

A: I make sure everyone is doing what they are supposed to be doing. I walk every department to help whoever needs help, make sure we are stocked, and that we’re ready to service our customers. I also make sure the departments are presentable and clean.

Q: What were some of the challenges of your training approach prior to using Axonify?

A: Before Axonify we would deliver training but it was a one-time, random, corporate store-level event. We’d pull three or four people from different departments for an hour of training and that was it. They’d forget the training a week later. I often heard people say they didn’t know about something. When we reminded them that they did have the training two, three, or six months

ago, they’d say they forgot. Then we would have to give them the training again.

Q: How is Axonify different from other training you’ve experienced?

A: When I play the games in the platform, it’s like I forget about everything else. You’re doing something fun while you’re learning, so that’s why I like it and that’s why it makes me want to participate.

Q: What changes have you seen since you implemented Axonify?

A: I see a big difference with the associates. When they’re using Axonify every day, they get more knowledge and remember it. Sometimes I will ask why they are doing things a certain way and they’ll say they saw the question on Axonify and that this is the right way to do it. I also had one associate who I really struggled with in terms of food safety. She initially didn’t want to go on Axonify but then it clicked and she started to ask me about the questions, and I saw a difference in her work.

Q. As a manager, do see any benefits from using Axonify yourself?

A: Yes, that's one of the things we did when we started with Axonify. Before asking the team to get involved and do it every day, I knew we had to do it ourselves first. I try to use Axonify every day. It's one of the first things I do in the morning. The questions are a refresher for myself and, when I walk the departments, I am more apt to notice issues such as improper lifting, possible cross-contamination, or potential liquid safety problems.

Q: How does Axonify help you better manage your team?

A: The reports tell me what knowledge and participation ranking we have at the store level, compared to other stores, and which associates are lacking the right level of knowledge. I can go into Axonify and see who is not participating. I can give a list to the meat leader or the bakery leader and they will help them log in or find out why they are not participating so they can get involved.

Q: Has Axonify made a difference in your store?

A: Before Axonify we used to struggle a lot with associates not following the correct way to do something with respect to food safety, even though they had training. With Axonify, it's not just the team leaders who are checking to make sure everybody is following the right procedures, it's every associate checking everybody. It's an everyday reminder for them. That's the difference I see. They see a question and they'll notice that someone isn't doing something right. It has helped us improve as a team.

Q: How has Axonify been received by the older workers in your store?

A: At first, some of the older associates didn't know how to use a computer. But we helped them log in to the system. We showed them how to do it and then had them do it when we weren't around. The training is like a refresher for them. When they've been here a long time, they often have the attitude that they've done something a certain way and nothing has happened as a result, so they don't need to change. But with Axonify they see the wrong way and the right way of doing something and they start to be more engaged with the training and with the company.

Q: What else are you using Axonify for?

A: I really like that I can send a message to everybody in the system and they see it as soon as they log in. I'll use the Axonify platform to congratulate associates on finishing training or getting all the questions right. I'll also tell them what our ranking is compared to other stores so they'll remind their friends to go on the system. I've noticed that the associates really like this and will often make comments to me about my messages.

“I see a big difference with the associates. When they're using Axonify every day, they get more knowledge and remember it.”