



Global University for Lifelong Learning

Enabling YOU to make a difference in OUR world ...



Eurest Dining Services

GULL applications at Pfizer & SAP, Philadelphia, USA

May 2010

Learning at work with Eurest Dining Services

Eurest Dining Services (EDS) began using the GULL system in 2008 and they use a 'cascade' approach to enable unit managers to guide and support their unit staff.

EDS have found the GULL diary style narrative format works well in a busy practical environment. Here, each level equates to a narrative format cycle (of 7-10 weeks): Personal learning statement (PLS) or PLS update (1 week); Four weekly summary forms – it is easier to compile these if participants use the daily summary form to capture reflections as they go (four weeks) a monthly summary form (in week 5) (this includes written comments from the learning coach and the verifier (the direct line manager is the verifier). Finally, a return on outputs form (in week 7) provides a structured summary on the entire reflection cycle.

(Right) GULL participants at the review event, held at SAP, Philadelphia on 14 May, 2010 pictured with Maggie Fisher, Regional Vice President, Eurest Dining Services Mid-Atlantic Region (centre, left)



Eurest Dining Services

EDS pathways

Bachelor pathway (all employees)

BL2 – Certificate – 7-10 weeks – one reflection cycle – incorporating themes and tips of the week as appropriate.

BL3 – Diploma – 7-10 weeks – as above

BL4 – Associate degree - Either a double reflection cycle (14 weeks) or a combination of reflection and a unit-based or cross-unit based group project with report back. BL4 work also includes a career review.

BL5 – Professional degree – as above – double reflection cycle (14 weeks) or combination of reflection and project work. BL5 includes an individual learning review. At BL5 level, a senior manager who is not directly involved in guiding the learner verifies by interviewing each learner and writing a short report. Verification is to check the breadth and depth of learning (individual and for the company). If the learner's work is insufficient, they continue until they have in-filled any gaps.

Master pathway (Eurest managers who are at least 30 years of age)

ML2 Certificate (as for BL2); ML3 Diploma (as for BL3); ML4 Advanced Diploma (as for BL4 – the project work should be of strategic importance to the unit, the district and or the region/division); ML5 Professional degree (as for BL5) – but the participant must undertake an individual report and report back to senior management in writing.



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