September 1, 2010

skillsoft®

SkillSoft Announces Service Industry Professional SkillBuilder

Program helps casual or quick service restaurants develop high-impact, low-cost training

NASHUA, N.H.--(BUSINESS WIRE)-- SkillSoft, a leading SaaS provider of e-learning and performance support solutions for global enterprises, government, education and small to medium-sized businesses, today announced the launch of the Service Industry Professional SkillBuilder(TM), a new program designed to help operators of fast casual or quick service restaurants (QSR) to develop high-impact training at a low cost. The program enables restaurant chains to use online training to bring all employees up to speed on important topics that ensure delivery of a consistent, high-quality customer experience.

"SkillBuilder delivers an innovative approach to training and development that addresses the unique needs of the QSR industry," said Jack Nelson, VP of Global Business Development at SkillSoft. "With SkillBuilder, organizations can create customized courses at reduced cost and can greatly improve efficiencies by offering training to their employees 24/7, from the store or at home."

The Service Industry Professional SkillBuilder provides QSR chains with Foundation Courses that are focused on seven subject areas - including "customer service," "handling cash," and "security." The courses are built with SkillSoft's deep knowledge of instructional design and cover essential knowledge and practical knowledge application in each topic area. Organizations may easily customize the foundation courses by adding text, graphics, and photographs. This enables QSR organizations to develop highly-customized courses - that adhere to industry best practices and are consistent with their branding and service guidelines - at a fraction of the cost they would incur by creating courses themselves.

Foundation Curriculum subject areas include:

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    --  Customer Service
    --  Creating a Professional Atmosphere
    --  Security
    --  Handling Cash
    --  Cleaning Customer Service Areas
    --  Hand Washing & Customer Illness
    --  Shift Leader Orientation
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To speed successful adoption, SkillSoft provides implementation services including the support of experienced Learning Consultants and courseware hosting with SkillSoft's award-winning SkillPort(R) Learning Management System or a hosted content server. SkillSoft's hosting operation ensures that courses are available to employees 24/7, thereby significantly increasing efficiencies. SkillSoft's software-as-a-service (SaaS) approach dramatically reduces the burden on IT resources, as well as individual store operators.

About SkillSoft

SkillSoft is a leading SaaS provider of on-demand e-learning and performance support solutions for global enterprises, government, education and small to medium-sized businesses. SkillSoft enables business organizations to maximize business performance through a combination of comprehensive e-learning content, online information resources, flexible learning technologies and support services. SkillSoft is on the web at http://www.skillsoft.com.

Content offerings include business, IT, desktop, compliance and consumer/SMB courseware collections, as well as complementary content assets such as Leadership Development Channel video products, KnowledgeCenter(TM) portals, virtual instructor-led training services and online mentoring services. SkillSoft's Books24x7(R) product offering includes access to more than 25,000 digitized IT and business books, as well as book summaries and executive reports. Technology offerings include the SkillPort(R) learning management system, Search-and-Learn(R), SkillSoft(R) Dialogue(TM), inGenius(TM) and virtual classroom.

SkillSoft courseware content described herein is for information purposes only and is subject to change without notice. SkillSoft has no obligation or commitment to develop or deliver any future release, upgrade, feature, enhancement or function described in this press release except as specifically set forth in a written agreement.

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    Source: SkillSoft