



**The Challenge:** A Massachusetts-based business known for their 'Fenway Frank', Kayem Foods faced increasing competition from larger national competitors that had streamlined business processes through internationally recognized training programs. Low English language proficiency of production workers and a lack of standardized leadership training for new managers was leading to breakdowns in communication and causing quality assurance challenges.

**The Solution:** Kayem was awarded a WTFP grant to provide a diverse menu of training that included English for Speakers of Other Languages (ESOL) and Adult Basic Education (ABE) training for production workers, quality assurance training to design product auditing processes, and leadership development training for managers.

## BUSINESS IMPACT

- 8% increase in customer satisfaction
- Dramatic increase in employee retention sharply reduced recruiting expenses

## WORKFORCE IMPACT

- 12 promotions as a result of training

“ [As a result of ESOL training] many employees felt more confident in their conversations with supervisors in English and for some the ability to write a paragraph in English was a first time accomplishment.”

-Kayem Foods