

Improve Retention by 52% with EG RPO

Situation

The hospitality industry continues to be plagued by high turnover rates stemming from the pandemic.

A renowned restaurant chain faced a critical challenge — filling 200 restaurant managers within a mere four-month timeframe.

The urgency was exacerbated by:

- Fierce competition in each market.
- Long cycle times led to candidate falloff.
- Their in-house recruitment team was stretched too thin with limited resources.
- The lack of restaurant managers resulted in delayed openings and lost revenue.
- Heightened customer dissatisfaction.
- High turnover among hourly staff

Solution

They partnered with EG to implement a comprehensive Recruitment Process Outsourcing (RPO) solution.

Dedicated Team of Talent Strategists: EG assembled a dedicated RPO team consisting of recruiters, sourcing specialists, and new-hire retention experts. These team members were regionally assigned to tailor our market-by-market effectiveness.

Employer Branding Campaign: EG launched an employer branding campaign tailored to each unique market. This approach attracted robust pipelines of highly qualified candidates dedicated to improving customer service.

Advanced Integrated ATS Technology: Our Talent Strategists leveraged EG's and our client's tech stacks. The advanced integration enhanced the candidate pipeline visibility— improving application completion rates and streamlining pre-screening, interviewing, and performance accountability.



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Results



Improved retention by 52%



Reduced cycle time by 51%

The average cycle time for hiring managers was slashed from 45 days to just 22 days.



Improved candidate engagement

The Interview-to-Show Rate increased by 75%, signifying improved candidate engagement.



Net Promoter Scores (NPS) reached a strong promoter score of 9.1



Long-term partnership

EG's success led to a long-term partnership with this restaurant chain.