



## 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.

## Results

EG's RPO solution yielded remarkable 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.

Ready to transform your hiring process?  
[Contact](#) EG's RPO Talent Strategists today.