

Case Study

Palmer's Market: Building a Strong Leadership Team to Drive a Century-Old Legacy Forward



Palmer's Market and Catering

Palmer's Market and Catering traces its roots back to the early 1900s as a family-owned butcher shop in Stamford, CT. Still family owned after 5 generations, Palmer's has transformed into a one-stop shopping destination including groceries, restaurant quality food and much more.

The Situation

Like many organizations that are over 100 years old, Palmer's has undergone many transformations. Megan Palmer Rivera, CEO of Palmer's came to Eleserv with a two-pronged need: hire for executive leadership positions and make sure they are able to work together effectively.

The Solution

Palmer's chose Eleserv Talent Solutions to help them because of their knowledge of hospitality and catering companies and the catering industry in general. The PXT Select assessment was selected to aid in the selection process and the development process. The PXT Select assessment is a JobFit assessment that evaluates an individual completely by evaluating Thinking Style, Behavioral Traits, and Interests. The PXT Select assessment is a complete employee lifecycle assessment offering reports for selection, development, leadership capability, manager/employee compatibility, and team development.

Implementation

After conversations with Megan Palmer, CEO, and a complete evaluation of the job description for each position, a benchmark was created for Grocery Manager, General Manager, HR Manager, Marketing Director, Director of Sales Operations, and CEO. Megan, candidates, and existing employees took the PXT Select assessment, and their results were matched against their position benchmark. An Eleserv assessment consultant then reviewed each result with Megan highlighting strengths and challenges and how they would be expected to lead. Suggestions were also made regarding how best to manage each of these individuals given Megan's assessment results. The assessment consultant also reviewed the Team Report with Megan to help her understand how this group of people would function as a team.

Challenges

- No clear hiring process
- leadership capability not completely understood
- Lack of Team Cohesiveness
- Building an Executive Team from Scratch
- Figuring out the right mix of skills, personalities, and leadership styles to create a group that would work cohesively while also challenging each other in a productive way.

Benefits

- People who fit the position
- Cohesive Executive Team
- Defined Hiring Process
- Coaching and Development Guide
- Leadership Capability understood

“The PXT Select assessment gave me the clarity I needed to confidently hire the right people and build a team that works seamlessly. It was an invaluable part of our growth”
Megan Palmer Rivera