



## Assessments at Work in a Fast Casual Restaurant

Implementing Behavioral Assessments into their Hiring Process helped a Fast Casual Restaurant reduce turnover and save approximately \$100,000.

### AT A GLANCE

#### CHALLENGES

- High Employee Turnover
- Insufficient Quality
- High Food Waste
- High Labor Cost

#### BENEFITS

- More information on candidates.
- Understanding how the employees fit the job.
- Understanding the key traits required for the job.

### RESULTS

- **Turnover was reduced by 33%.** This reduction allowed the client to save approximately \$100,000
- **Food Costs were reduced by 25%.** Because there was less turnover, the client could better train their employees which reduced waste which in turn reduced food costs.
- **Labor Cost was reduced by 13%**
- **Reduction in Service Time by 37%.** The organization was able to spend more time addressing quality control issues and less time recruiting, hiring, and training employees.

### BUSINESS CHALLENGE

A fast casual restaurant faced significant challenges. Similar to many establishments in the food service sector, particularly in fast casual dining, they experienced high employee turnover, exceeding 200%. This constant turnover led to additional complications. With a revolving door of staff, maintaining quality control became difficult, resulting in substantial financial losses for the organization.

### SOLUTION

Following a discussion with the client, the Eleserv implementation representative determined that the best approach in this scenario was to incorporate a behavioral assessment into the organization's hiring process. The Great People assessment is a customizable JobFit evaluation designed to help organizations gauge a potential candidate's suitability for the role. With the Great People Assessment, organizations can select from over 50 available dimensions to focus on the key metrics for each position. This system enables an organization to gather essential information about the job and transform it into a benchmark that reflects the unique blend of traits necessary for that role. Candidates are then evaluated against this benchmark.

### IMPLEMENTATION

By utilizing a Job Analysis Survey and evaluating existing employees who were both retained and excelling, the Eleserv Client Success Manager collaborated with the organization to establish job-specific benchmarks. The organization started implementing the assessment for candidates applying for all customer-facing and food preparation roles within the company. The client decided to conduct the assessment after an initial phone screening but prior to the in-person interview with the store manager. This assessment was conducted over the course of a year. At the conclusion of the year, an analysis was performed to assess the impact of the assessment on key performance metrics.