

## Taleo for Foodservice

### **The Challenge: Become masters of efficiency, while building customer loyalty.**

Rising food costs, food safety, health conscious consumers with shifting tastes, and a tough labor market define the foodservice industry. Restaurants have to find ways to become masters of operational efficiency while at the same time building customer loyalty. Effective talent management can be the secret ingredient to success.

High turnover and challenging employees can be a huge drain on operational efficiencies and customer loyalty. A consistent and easy to use hourly hiring management system like Taleo empowers managers to spend less time hiring workers and more time finding the quality employees that will help them create value through higher sales and profits.

Many leading foodservice organizations have seen how workforce management makes a difference and are applying these principles to hourly hiring management systems. These systems are reducing turnover costs, increasing worker productivity, realizing federal and state tax credits, and streamlining the hiring process for hourly workers.

### **Meeting Your Challenges with Taleo**

- ▶ **Reduce high turnover.** Some restaurants experience up to 130 percent turnover. This costs millions of dollars in cost per hire and unproductive training time for new hires.
- ▶ **Effectively predict the fit between applicants and jobs.** A better fit between applicants, jobs and your company culture will increase productivity and customer loyalty and reduce the risk of counter-productive behavior.
- ▶ **Mitigate risk from inconsistent, decentralized hiring.** One poor hiring decision can cost millions in legal action and brand repair. Inconsistent hiring processes increase the risk of Equal Employment Opportunity (EEO) lawsuits.
- ▶ **Collect tax credits.** Only half of the companies in the United States with over 3,000 employees use the federal government's Work Opportunity Tax Credit (WOTC) program. That leaves millions of dollars in tax credits unclaimed.
- ▶ **Increase productivity.** In addition to the extra time managers spend replacing employees, constant turnover creates churn within the remaining workforce resulting in lost productivity and poorer customer service.

*"As a growing organization opening a large number of retail stores, we continuously strive to enhance and optimize our processes to find quality candidates in a way that increases the customer experience and reduces turnover. Taleo has developed a solution to address and integrate what is necessary for organizations like Starbucks to manage the recruitment process for large numbers of candidates from the start of the application process to the hire of new partners."*

**Christine Deputy**  
Vice President  
Partner Resources



**The Solution: Reduce costs and improve productivity.**

Whether you run 30 restaurants or thousands, Taleo enables a consistent, scalable hiring process across all your hiring locations. Now you can attract and identify the best possible candidates for your operations using consistent, automated application processes and a proven scientific screening and assessment process.

**A Foodservice Talent Management Solution Prepared to Order**

- ▶ **A simple automated online or offline application process.** Managers spend less time sorting through paper applications and more time serving their customers.
- ▶ **Robust prescreening toolset.** Automatically identify a short list of candidates that meet minimum employment requirements.
- ▶ **Industry leading assessment content from Batrus Hollweg International.** Reduce your risk of counter-productive behavior and refine the short list of candidates by identifying those who are most likely to succeed in a foodservice environment.
- ▶ **Structured enterprise talent platform.** Get an enterprise level visibility into the candidate pool across locations, eliminating the need for candidates to complete applications at multiple locations.
- ▶ **Configurable workflow setup.** Create standard, repeatable hiring processes that reduce risk and increase the quality of hire through a consistent methodology across all locations.
- ▶ **Better onboarding to accelerate productivity.** Reduce the time between selecting a candidate and making them productive in front of customers.
- ▶ **Multiple language capability.** According to the National Restaurant Association, restaurants employ an estimated 1.4 million foreign born workers, more than any other industry.

**See the results. Realize the value.**

From institutional foodservice providers to franchisees, to corporate owned restaurants, foodservice organizations choose Taleo. Taleo for Foodservice clients experience impressive results, including:

- ▶ Reduction in time to hire.
- ▶ Reduction in cost per hire.
- ▶ Reductions in turnover, counter-productive behavior, and risk.
- ▶ Dramatic impact on shareholder value.
- ▶ Increased revenues and decreased costs.

To learn more about Taleo's talent management solutions for foodservice contact your Taleo Account Executive today.

*"Having a highly skilled workforce in place requires a solid understanding of what employee and external candidate skills are available for various job assignments today as well as in the future. Working with Taleo's structured staffing data and configurable workflow platform has been a very important part of ARAMARK's hourly staffing strategy and success."*

**Jennifer Tracy**  
Director of Staffing and  
College Relations



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