

Taleo for Hospitality

The Challenge: Improve customer service and brand consistency across multiple locations.

The three most important elements in any hospitality company are service, service, and service. With a shrinking labor force, more demanding consumers, shifts in global travel patterns, safety and security concerns, and increasing global competition, it's more important than ever to have a high caliber, diverse workforce representing the face of your brands.

A high quality hourly workforce, diversity sourcing, and a steady pipeline of top management talent are critical pieces of a successful talent management strategy in the hospitality industry. But how do you put them all together?

Meeting Your Challenges with Taleo

- ▶ **Manage hourly workforce.** 70 percent turnover plagues most hourly workforces in hospitality. Find a consistent solution to fill and refill hourly positions.
- ▶ **Reduce costs.** Cut costs in advertising, turnover, drug screening, background checking, search firm, and referral fees without an increase in HR resources.
- ▶ **Improve diversity sourcing.** Get the right workforce mix to best serve your customer base by location. Track diversity hiring to determine market position and improve competitive standing among your peers.
- ▶ **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.
- ▶ **Build a strong pipeline of management talent.** Source and create relationships with the best local management talent around the world to lead your operations.

The Solution: Better talent means better service to build the brand.

Across multiple brands and dozens of properties, Taleo provides the flexibility to extend your unique employment brands while at the same time providing talent management process consistency to reduce costs and risks. Now you can attract and identify the best possible talent from the most diverse candidate pool using consistent, automated application processes and a proven scientific screening and assessment process.

A First Class Talent Management Solution for the Hospitality Industry

- ▶ **Hourly hiring capabilities.** Efficiently handle high volume hourly hiring by reducing administration and structuring the process.
- ▶ **Diversity sourcing tools.** Attract a larger and more diverse talent pool, use assessments to identify the top candidates, and accelerate your overall hiring process.

"Using supply chain principles Taleo provides us with the staffing platform we need to recruit and deploy talent across our organization. With 80 percent of our workforce comprised of hourly workers, many of them part-time and seasonal, it is important that we have the means of finding, attracting, and retaining qualified candidates quickly, over the long term."

Susan Steffy
Director of Staffing
Hyatt Hotels

HYATT®

- ▶ **Risk and control.** Apply consistent processes across all properties to systematically ensure that background checking, drug screening, tax credit screening and processing, and other hiring processes are completed.
- ▶ **Robust prescreening toolset.** Automatically identify a short list of candidates that meet minimum employment requirements.
- ▶ **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 your own consistent, repeatable hiring processes that reduce risk and increase the quality of hire through a consistent methodology across all locations.
- ▶ **Campus recruiting.** Identify top college campus recruits to fill management training programs that are critical to growth and profitability.
- ▶ **Onboarding.** Reduce the time between selecting a candidate and making them productive in front of guests.
- ▶ **Multiple language capability.** Receive more accurate information when candidates apply in their native language.

See the results. Realize the value.

From global multibrand companies with dozens of properties to a single boutique hotel, hospitality leaders choose Taleo. Taleo for Hospitality clients experience impressive results, including:

- ▶ Reduction in hiring cycle times.
- ▶ Reduction in cost per hire.
- ▶ Reductions in turnover and risk.
- ▶ Dramatic impact on shareholder value.
- ▶ Increased revenues and decreased costs.

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

"Because we hire so many people for so many different types of jobs, we needed a solution that was highly customizable, feature-rich, and very easy to use."

Sheraton Hotels in Waikiki.



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