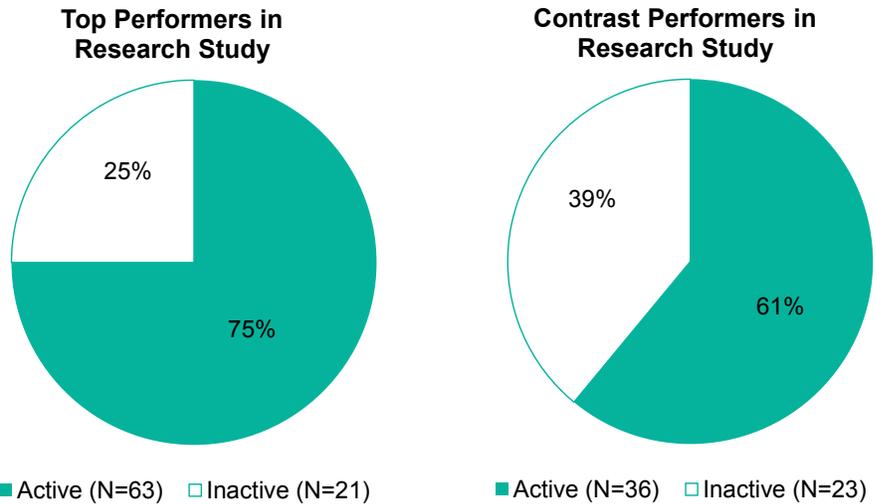


A global hospitality client engaged Talent Plus to help them create an assessment process that would assist recruiters at each property to quickly screen and prioritize the best potential candidates. They wanted a tool that would effectively assess large numbers of applicants against the benchmark of their best performers within front of house and heart of house positions. Within the hospitality industry heart of house personnel are generally not client facing.

The organization wanted employees that could work diligently and efficiently and have a natural ability to provide world-class guest service. By selecting candidates that naturally possessed these traits, they hoped to increase retention and productivity, impacting the guest experience.

### Percentage of Turnover Found in Top and Contrast Heart of House Employees

This company saw a 35.9% change in turnover (inactive) between top and contrast performers.\*



### Higher Retention of Recommended Candidates Yields Results Using Heart of House Talent Plus Assessments

Utilizing The Science of Talent<sup>®</sup> returns significant turnover savings to this luxury hotel.

In this hotel	With Top Performers	With Contrast Performers
Number of Front Line Associates	250	250
Retention	75%	61%
Avg. Salary of Front Line Associates**	\$1,600 USD per month	\$1,600 USD per month
Cost of Employee Turnover***	\$31,200 USD	\$31,200 USD
<b>Cost Difference (savings to this hotel)</b>		<b>\$1,092,000 USD</b>

\* Top Performers - Contrast Performers ÷ Contrast Performers = % of Turnover

\*\* Singapore Workforce Development Agency: Labour Market Highlights 2011-2012 <http://www.wda.gov.sg/content/dam/wda/pdf/LabourMarketHighlights2011-12.pdf>

\*\*\* Hewitt Associates <http://www.thedreamspeaker.com/employee-turnover-cost-150-of-salary-2>

Lower turnover increases consistency in service delivery to the guest and provides stability to teams, while also reducing training costs. Top-performing colleagues in heart of house positions turned over at a substantially lower rate than contrast-performing colleagues.