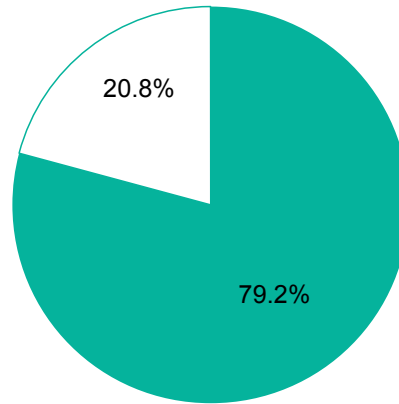


A global hospitality client engaged Talent Plus to help them create an assessment process that would assist recruiters at each property to quickly screen and prioritize the best potential candidates. They wanted a tool that would effectively access large numbers of applicants against the benchmark of their best performers within front of house and heart of house positions. Within the hospitality industry front of house personnel are client facing.

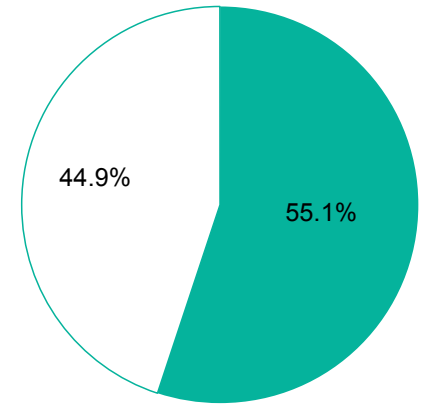
The organization wanted employees that could effectively build lasting relationships with guests, upsell services and have a natural ability to provide world-class guest service. By selecting candidates that naturally possessed these traits, they hoped to increase retention and productivity, impacting the guest experience.

**Percentage of Turnover Found in Top and Contrast Front of House Colleagues**  
This company saw a 53.7% change in turnover (inactive) between top and contrast performers.\*

**Top Performers in Research Study**



**Contrast Performers in Research Study**



■ Active (N=76) □ Inactive (N=20)

■ Active (N=38) □ Inactive (N=31)

**Higher Retention of Recommended Candidates Yields Results Using Front 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	79.2%	55.1%
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>\$1,872,000 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. Brand excellence, as well as the top and bottom line, can be positively impacted by selecting the right colleagues who will excel in their respective roles.