PEOPLE MATTER ®

Case Study The Palm Restaurant Group

Key Highlights

- Paper HR processes were "frustrating" and time-consuming.
- PeopleMatter streamlined applications, compliance forms and onboarding.
- Applications quadrupled and time to hire reduced (438 hours saved annually in onboarding alone) by automating processes.

"My favorite thing is PeopleMatter's ability to filter and screen applicants. All of the information is there. I don't have to back out to send an email or forward a resume. I totally dig the 'one stop shop' aspect."

Marc Hinson,
Director of HR

Background

Bland Practices

The Palm Restaurant Group provides a fine dining experience that stands alone. Their team provides the type of service that makes customers feel at home. And, the company treats the team like family.

To provide the best experience, the restaurant group needed to update its HR practices. Challenges included:

- Efficiently sorting applications and tracking applicants,
- Quickly onboarding new hires and completing all paperwork and
- Disconnected, manual scheduling processes.

Solutions

A Savory Experience

PeopleMatter's HR Platform automates HR processes for The Palm Restaurant Group, saving time and money. The company implemented PeopleMatter tools to:

- **Improve** and streamline new hire onboarding,
- **Provide** a full talent life cycle – from "Hire to Retire,"
- **Increase** scheduling communication with progressive practices,
- **Integrate** the HR Platform with payroll and other systems and
- **Deliver** an HR system that will grow with the needs of the company.

Results

HR "Well-Done"

On average, The Palm Restaurant Group hires approximately 350 applicants a year. This number is increasing as PeopleMatter helps the company screen, track and hire applicant more efficiently. In the past, locations had vacancies that took longer to fill using outdated methods; better methods means better staffed. PeopleMatter has also helped the company keep cleaner turnover records, helping track numbers and causes of turnover.

With PeopleMatter SCHEDULE™, the restaurant group provides its team with a progressive, full talent management Platform. The software expands employee communication through multiple channels. Messaging and scheduling are now simple, mobile and occur in real time.

ROI
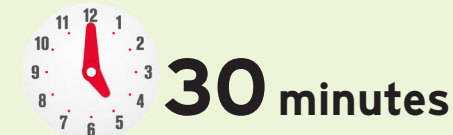
30 minutes
Manager time saved on I-9s per hire

4x
Increase in applications

$1,139
Average monthly onboarding labor costs saved

Source: Marc Hinson, Director of HR
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