A Turnaround To Stop Turnover

The Problem

Despite managing the HR functions for two successful, growing Chick-fil-A locations, Kasey was dealing with a common problem in the quick-service food industry - turnover. This was in addition to dealing with a slow and ineffective recruiting and onboarding process. She needed to save her time and energy to focus on what really mattered - holding on to her best employees and developing them into her next generation of leaders.

70 **70: The number of new employees onboarded with ClearCompany during August 2018. With manual onboarding, typical monthly capacity would be 20 employees.**

"Everything was so disjointed, in its own process and its own system. We used SnagAJob prior to ClearCompany, and boy, it was fighting an uphill battle with that program. I needed something that was going to help me diminish the amount of time I spent in the minutia of HR compliance and getting onboarding paperwork done."

About the Company

As the Chief People Officer for two Chick-fil-A restaurants in South Florida, Kasey Castle knows what employees need. She understands that a great customer experience comes from having a great team. That starts with hiring and onboarding top candidates, but hiring the best doesn't mean much if you can't retain them for the long term. She needed a system that could manage her complete talent strategy.

"One of the biggest cost to businesses is turnover. Turnover for our Chick-fil-A franchise costs about $1,500 when an employee leaves us. That includes uniforms, training, etc. One of the biggest ways to fight turnover is employee engagement and one of the best ways for employees to be engaged is to know where they're at.

Kasey Castle
Chief People Officer, Chick-fil-A Palm Beach Lakes and Chick-fil-A Okeechobee and Turnpike

The Solution

Kasey chose ClearCompany's Full Platform solution for comprehensive tools to manage recruiting, onboarding, and performance management. Not only did ClearCompany give her the streamlined, automated talent acquisition process she had been looking for, but it also allowed her to develop and reward her employees in a consistent, objective manner, for the first time.

"ClearCompany gave us the opportunity to combine all of our systems into one place. It's much more manageable and it allowed us to become paperless, which is incredible. I have the capability to get somebody input into my Chick-fil-A system within 24 hours because of the ability for a new hire to complete their paperwork at their leisure. They don't have to come to the restaurant and do it and I don't have to be available."

12 **At Chick-fil-A Palm Beach Lakes, the turnover rate decreased for 12 months straight, and beat the national franchise average for the first time ever.**

"One of our restaurants is now under the average [for turnover]. This is the first time it's happened in the history of this Chick-fil-A for us to be under the average freestanding unit. At the other restaurant, we have moved the needle 30 points on turnover, which is unheard of in the matter of six months. It's really, really something."

The ClearCompany Difference

"We're proud to offer the only complete platform for recruiting, onboarding, and performance management powered by the A Method for Hiring. We love seeing our customers build their businesses by not only hiring the best employees, but also developing those employees' long term career paths."

Christine Rose
Vice President of Customer Success, ClearCompany

The Results

With ClearCompany in place, Kasey was able to save time and effort on recruiting and onboarding. Best of all, her performance management program showed immediate results, with staggering improvements in retention and turnover at both Chick-fil-A locations.

"ClearCompany has saved me, personally, 8-15 hours of labor a week in my schedule in completing paperwork. This past year, I hired 70 people during the month of August! And I would've never been able to do that prior to ClearCompany."

29% **At Chick-fil-A Okeechobee and Turnpike, the turnover rate dropped by 29% points in just 6 months.**

"ClearCompany is so easy, , by the press of a button I can set up performance reviews four times a year. Every quarter my employees are going to get real feedback with numbers and then we can reward them easily based off of their performance review.

For the first time ever in the history of our Chick-fil-A, we have a working review and raise program."

Kasey Castle
Chief People Officer, Chick-fil-A Palm Beach Lakes and Chick-fil-A Okeechobee and Turnpike