



Customer Snapshot

CKE Restaurants reduces involuntary turnover by 39% with Infor Talent Science



Facts at a glance

Product: Infor® Talent Science™

Industry: Food & Beverage

Country: US

“We began hiring at the crew level for front-line and back-line crew members, then built profiles for the general manager and district manager positions. We now have better-qualified employees interacting with our customers.”

—Jim Sennott, vice president of field human resources, CKE Restaurants

About the company

CKE Restaurants, Inc. owns, operates, and franchises some of the most popular brands in the quick-service restaurant industry, including Carl's Jr.®, Hardee's®, Green Burrito®, and Red Burrito®. CKE has more than 3,300 restaurant locations in 42 states and in 28 countries. What began as founder Carl Karcher's entrepreneurial venture in 1941 has evolved into one of the most powerful entities in the quick-service restaurant industry. CKE is headquartered in Carpinteria, California. To learn more, visit www.ckerestaurants.com.

Challenges

- Deploy industry-leading technology to identify, hire, and retain restaurant personnel.
- Improve customer service to provide great fast food with minimal wait times.
- Decrease restaurant staff turnover and lengthen job tenures.
- Plan a career path for each employee to motivate them and drive success.

Benefits

- Used Talent Science to assign objective hiring recommendations to every assessed candidate based on key performance indicators (KPIs).
- Decreased involuntary turnover (terminations due to poor performance) by 39%, among hires who were selected using the Talent Science solution, versus those hired outside of the process.
- Enhanced employee performance through the hiring of best-fit candidates—those with the right behavioral makeup to pursue extended careers with the company.
- Gained work-related behavioral content to assist in the onboarding, training, and development of all new hires.

“The things that we measure in our business—through mystery shoppers and those types of measurements—have proven that we are seeing longevity, people with leadership talent, and people who are able to accomplish our customer service goals.”

—Jim Sennott, vice president of field human resources, CKE Restaurants

641 Avenue of the Americas New York, NY 10011 800-260-2640 infor.com

Copyright© 2014 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. www.infor.com.

INF-1427730-EN-US-1114-2