

Customer Snapshot

Fazoli's Restaurants reduce employee turnover by 31% with Infor Talent Science



Facts at a glance

Product: Infor Talent Science **Industry**: Food and Beverage **Country**: United States

"From a financial standpoint, Infor Talent Science saves us time in the administrative process, in addition to the cost savings associated with reduced employee turnover."

> —Bev Givens, director, human resources, Fazoli's Restaurants

Challenges

- Increase customer satisfaction by recruiting, training, and retaining the best-suited employees.
- Decrease employee turnover and improve workforce quality by make better hiring decisions.
- Maintain high-quality guest service and teamwork.

Benefits

- Reduced turnover in recommended hires by 31% compared to those "not recommended" by Infor® Talent Science™.
- Hired employees with longer-term potential using an evidenced-based hiring methodology.
- Increased customer satisfaction through the ability to identify job candidates who would most likely achieve results that are comparable to current employees who were already delivering great customer service.

About the company

Fazoli's Restaurant is America's largest Italian quick-service restaurant chain, with over 215 company and franchised restaurants across 26 states. Its mission is to serve fast, fresh, quality Italian food. Fazoli's first opened in Lexington, KY in 1988 and is based there today. Fazoli's continues to expand throughout the country. To learn more, visit www.fazolis.com.

"Infor Talent Science's customized profile allows us to measure new job candidates against our successful employees. With this analysis, we're able to meet our goal of recruiting, training, and retaining top-flight associates."

—Bev Givens, director, human resources, Fazoli's Restaurants

641 Avenue of the Americas

New York, NY 10011

800-260-2640

infor.com

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