

RPS CASE STUDY

Effective communication ramps up hiring for airport hospitality client



CLIENT

A family and minority-owned hospitality company that successfully operates airport concessions and retail businesses. We serve as a partner in joint ventures for 100+ food and beverage units as well as retail units.

CHALLENGE

The client was adding three (3) new airport locations and had a wide range of open positions including Assistant Managers and Directors of Operations for all sites. The client was facing a variety of hiring challenges when they contacted our Recruitment and Placement Solutions (RPS) team. They had a few behind the scenes technical issues that pushed back and delayed the openings of these operations. Their hiring managers were also overwhelmed and struggling with effective communication with candidates. Because of this, they lost several qualified candidates who were offered positions, but ended up taking other opportunities. Each location also had different hiring needs such as candidates needing to be bilingual or having different sales or restaurant experience. The client contacted our team to help address these issues and get their location openings back on track.

STRATEGY

Our Recruitment and Placement Solutions (RPS) team started by gaining an understanding of the new roles requested by the client and the current challenges they were facing with hiring. We implemented a team of recruiters to get started immediately on filling these openings. Our team used out-of-the-box ideas and grassroots recruitment tools to source candidates from different avenues. Our team partnered with each location to provide constant communication and follow-up for each opening. As well as gather meaningful feedback on prospective candidate.

RESULTS



**HELPED HIRE 4
SPECIALIZED ROLES
FOR 2 LOCATIONS**



**FILLED ADDITIONAL
POSITIONS AT OTHER
AIRPORT LOCATIONS**