

# Questions to Ask when Selecting a Staffing Partner

## Do they have direct experience in staffing for the Restaurant industry?

The Restaurant industry is the second fastest growing industry in the nation – it's constantly changing and evolving. You need a firm that specializes in knowing the industry. When you mention the skills that you want in a candidate, do they have personal understanding of the skill sets you seek?

*Our Talent Screeners, Recruiters and Account Managers are experienced in the restaurant-recruiting field. They interview each applicant to successfully assess their skills and job desires to match it with the right opportunity.*

## What steps do they take to pre-qualify candidates before you interview them?

Before you spend time interviewing a potential candidate, you want to be sure that the candidate is honestly reflected in his/her resume. Has the resume been verified for truth and accuracy? Are you provided with any other information aside from a resume? Does the firm provide reference checks, testing, background tests, and drug tests?

*Pioneer is very selective with the candidates we present to you. Depending on the services you select, all candidates are personally interviewed and their resumes are validated. All interview notes are discussed with your Account Manager who will share relevant information with you. Pioneer will also provide reference checks, background checks, testing, and drug tests as required.*

## How do they recruit?

Do they collect resumes any way they can or do they provide targeted searches? Be wary of companies that cite the Internet as their primary source for recruiting. Has the agency taken the time to build a relationship with the candidate? How interested is the candidate in *YOUR* opportunity? Is the candidate merely job shopping? There are obvious pros and cons of working with passive candidates or working with candidates who are actively looking for a job. A solid recruiting company will be able to provide true value by being able to provide candidates from MULTIPLE sources and excel in their ability to only present those candidates that are truly interested in your opportunity.

*Pioneer's difference begins and ends with the relationship we have formed with the candidate. We focus on personal, one on one interviews. Our recruiters are trained on locating the right person for your opportunity, whether or not they are actively seeking a new opportunity.*

## Do they have current client references?

Talk to other companies in your same industry about whether a staffing firm is reliable, ethical, and professional. Call the staffing firm's references and discuss the aspects of the project or hire. Use some of these questions when speaking with the reference to help you determine if the firm will meet your needs.

*Pioneer has a list of referral clients with whom you can speak with. We're happy to provide these references to you so you can feel confident about your decision to partner with Pioneer Staffing.*

## How quickly can they fulfill your requests?

Response time is important, but it must also be realistic. A staffing firm that makes aggressive promises to fill your opportunity is probably too good to be true. You want a staffing firm that can provide solid timelines. You should expect consistent feedback and frequent updates.

*Pioneer is extremely responsive to your needs. We are available and ready to assist you. We will set realistic goals based on the level of your positions, geographical locations, and our current pipeline.*

## Are they willing to guarantee their placement?

What guarantees has the staffing firm provided to you? Is the staffing firm able and willing to uphold their guarantee agreement?

*Pioneer offer several products and services that includes a guarantee statement. Please speak with your Account Manager about what guarantees are available for the solution selected.*



### Tip:

Track your current metrics. Include time to hire, cost of hiring manpower, advertising resources, interviewing, number of resumes reviewed, number of first and second interviews, number of offer acceptances, number of offers to starts. Once you have your current metrics, track these against the new solution and do comparisons. You should be able to see consistent improvement in one or more areas. Determine your target goal and find a staffing partner that can assist in meeting or exceeding those expectations.

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## What is their tenure and longevity in the industry?

It is important to select a staffing partner that has stable tenure and success in the industry. As well as a partner that can weather storms. Working with a staffing partner requires some degree of familiarity and knowledge transfer. The time invested should be worthwhile.

*Pioneer was established in 2002, and we have assisted clients with staffing, during a tough economy and competitive markets. Our clients have successfully doubled in size and grown into new markets. Most of our clients have worked with us an average of 3 years.*

## What is their reliability and support system?

You may experience urgent needs that come unexpectedly. What is your Recruiter/ Account Manager's support system? Do they have any coverage? In the event of something unforeseen or planned vacations, will your openings be placed on hold?

*All openings are assigned to a dedicated team. Pioneer works on a shared project basis, which allows for continuous coverage of your openings. If an Account Manager or Recruiter is on vacation, your openings will continue to be staffed by a trained and well-informed team. In addition to the fact that Pioneer's technology infrastructure allows for our employees to stay informed remotely whenever possible.*

## Is their solutions a true value add?

Do you see an immediate value in utilizing the services of the company or are they merely providing services that you can do yourself? Value added solutions can cover the spectrum of time savings, cost savings or additional exposure. It may also include lesser degree of worry on replacements or heightened connections and wider network? We recommend comparing the strategies that you are currently utilizing and their effectiveness, to what is being offered by the staffing agency to determine if their solutions provide value added services.

*Pioneer provides a variety of services that can accomplish any company's agenda. Solutions that are provided, can show significant cost savings, increase in team's productivity and morale and enhanced exposure in new market areas. During our initial analysis phase, we will identify and discuss the needs of your organization and provide a value added customized service.*

## Are they easily accessible?

How easy has it been to reach and interact with the staffing partner? Are calls and emails returned in a timely manner?

*Pioneer is large enough to handle your need, but small enough where you will feel as if you were our only client. Your assigned Account Manager will typically return your phone call within 24-hours or provide an alternate contact. We understand that time is money.*

## Is the services priced comparatively?

It is best to do your research so that you can do a price analysis on services offered. Prices will vary greatly for retained searches, contingency searches, screening services and outsourcing.

*Pioneer services are priced competitively in the market place. We will take the time to provide an overview of all services and present the best solution for your organization, not based on sales, but based on your individual needs. We believe that "Your Success is our Success", and hope to become a partner that will become your first choice whenever a staffing need arises.*

## What is their success rate?

Does the company know their submittal to hire ratios? How successful have they been in placing candidates in your niche? The typical industry ratio is for every 12 submittals, one hire is made. Discuss the company's recruiting process and their stats, so that you can get a realistic picture of what you can expect.

*Pioneer's interview ratio runs 4 to 1. For every four interviews, typically 1 candidate is hire. This number further enhances to 3 to 1, for clients that we have had a longer partnership. Our submittal to hire ratio averages 6 to 1. 50% better than the industry standards.*



### Tip:

Telephone or email the staffing firm you are considering – you'll get your first clue as to their business style. If you're treated harshly or do not receive a timely response, that's not a good sign. Do you have a single point of contact? Make sure you are dealing with a professional and capable organization.