



Newsletter

Seeing the Workforce in High Definition

May 2009

In This Issue

[BHI Blog Updates](#)

[Ruby Tuesday Partners with BHI](#)

[BHI Assists to Significantly Reduce Turnover](#)

[New Hourly Study](#)

[Trait of the Month](#)

[Thinking Outside the Cube](#)

BHI ASSISTS ONE OF THE LARGEST RESTAURANT COMPANIES IN THE US TO SIGNIFICANTLY REDUCE MANAGEMENT TURNOVER



Dallas, TX - April 29th 2009 - [Carrols Corporation](#) is one of the largest restaurant companies in the U.S., operating and franchising more than 560 restaurants under the [Burger King](#)®, [Pollo Tropical](#)®, [Taco Cabana](#)® brands. Operating in 17 states, Carrols Corporation employs over 16,000 people.

In 1999 Carrols Corporation began a partnership with [Batrus Hollweg International \(BHI\)](#), a talent management consulting firm, to hire better caliber managers and to lower store-level turnover in their management positions.

Carrols Corporation began by testing BHI's QSR (Quick Serve Restaurant) Manager Selection tool in about 50 restaurants in the Akron/Cleveland, Ohio market in 1999. After implementation of the assessment, annualized management turnover decreased an average of 5.5% over the first 3 years. Carrols Corporation then expanded the use of the QSR Manager Selection tool to about 200 restaurants. VP of Human Resources, Jerry DiGenova states, "Many changes we have made have led to our significant reduction in turnover, and clearly the initial step was using the QSR tool to get the right people." Carrols Corporation now uses the tool in all of its 560 restaurants. Turnover has been reduced to 21%, a 38% drop from the original implementation, resulting in a savings of nearly a million dollars with an average savings of \$120,600 per year. [read more](#)

Newest Addition to the BHI Family



Quick Links...

[Our Website](#)

[BHI Blog](#)

[About Us](#)

[Contact Us](#)

BHI Blog Updates

Personality, Employee Engagement and Union Choice by *Lewis Hollweg, PhD.*

Lewis responds to a post by Chuck Conine questioning the validity of personality assessments in routing out those with the propensity to join unions. [read more](#)

Why HR Isn't Strategic by *Kevin Impelman, PhD.*

Kevin shares some valuable insight he gained from the recent SIOF conference. "HR wasn't going to get a better "seat at the table" by tracking more metrics. Rather, HR needed to incorporate better logic about how people systems create value and communicating this will help business leaders make important decisions about their talent." [read more](#)

Learn More About BHI's Applicant Tracking System by Signing up for a Webinar

BHI



administration needs.

BHI will host 2 public webinars for any interested companies. Please use the link and Conference number to join a webinar, or email kwalker@batrushollweg.com to sign up in advance.

[CLICK And Hire](#) provides a web-based hiring system which quickly and easily takes candidate job applications online, pre-screens candidates, assesses their fit for a position, and routes their information for tax credits, background checks, and other H.R.

May 5th at 4pm ET: To join the GoTo Meeting, [click here](#) and call 916-233-3080.

Access Code: 159-940-464

May 14th at 12noon ET: To join the GoTo Meeting, [click here](#) and call 215-383-1001.

Access Code: 387-890-217

New Hourly Study Results Released

As we mentioned last month, BHI recently embarked on a large scale research initiative to explore the key traits that drive success in hourly level positions in the restaurant industry. BHI utilized our extensive job analysis research and validated industry competency models for both Front of House and Back of House hourly positions as a foundation for conducting the study. Based on this foundation and the information gathered from the Background Research steps, BHI developed a conceptual framework of hourly performance and identified in our extensive assessment library the best scales that align with the information gathered. Next, a group of six multi-unit restaurant companies participated in this development by asking groups of employees to confidentially complete the assessment and supervisors to rate their performance on a number of factors. Lastly, BHI performed a series of statistical processes to identify the combinations, scoring and weighting to build the final validated assessment. [Results of Study](#)

RUBY TUESDAY PARTNERS WITH BATRUS HOLLWEG TO IMPROVE SELECTION OF NEW EMPLOYEES Maryville, TN - April 14th, 2009 - [Ruby Tuesday, Inc.](#), one of the nation's leading casual dining restaurant brands and a pioneer in the foodservice industry, announced today that it has selected [Batrus Hollweg International \(BHI\)](#) to provide assistance with the selection of team members from the growing number of candidates for management opportunities at the company.

"The tremendous value and culture of Ruby Tuesday have been created by our people and their dedication to preparing and serving great food in a comfortable and welcoming atmosphere with gracious hospitality," said Rob LeBoeuf, Senior Vice President and Chief People Officer. [read more](#)

[Join Our Mailing List!](#)

Trait of the Month: Emotional Consistency

by Scott McTague

Today's workplace is often unpredictable and demanding. How one responds to unexpected changes in the workplace is often a product of their emotional consistency. The ability to maintain a level-headed and even-tempered outlook when priorities or directions change is critical to your success and to the ability to create and maintain a positive work environment. Handling stress and recovering quickly from frustration allows you to stay focused on objectives and also helps you preserve and protect the important working relationships that support both your achievements as well as vital business priorities.

In the current "do more with less" work environment, employees and managers are expected to work extra hard and have more demanded of them than ever before. How one responds to these extra demands is another sign of emotional consistency. In other words, it's the times when we are stretched to our limits that the ability to maintain composure enables us to be effective and productive on the job. Whether it's providing great service to guests, working on a manufacturing floor, or managing a retail operation, it's the times when we are at our busiest that can bring out the best or worst of us.

[read more](#)

BHI at People Report QSR Workforce Symposium



People Report will be holding their 3rd annual Quick Service Workforce Symposium, June 10 & 11th in Dallas, TX. The theme this year is "Shift Happens" [learn more](#)

Thinking Outside of the Cube - Scott McTague

Scott is a midwest guy at heart living in North Texas. Growing up in Overland Park, KS, a suburb of Kansas City, Scott developed a love for the sports teams in the region, including the Kansas City Chiefs, the Kansas City Royals, and the Jayhawks basketball team from the University of Kansas, where he eventually went for undergraduate studies in psychology. He fondly remembers celebrating the Jayhawks national championship in basketball in 1988 and had the opportunity to relive that celebration with the Jayhawks championship win in 2008. Ah, sweet victories! Those championship victories are not as common with the Chiefs and the Royals, but there is always next season!



Scott is also a dedicated family man. His wife, Juli, is from the Dallas area and enjoys cooking,



teaching, decorating, and being a great mom to two wonderful girls, Morgan and Taylor. Scott believes that good old fashioned family values, sit down dinners, and open communication make for a close family and pleasant home. But there is also room for dinner in front of the TV when shows like The Office and 30 Rock are on!

Thank you for your continued support and interest. For questions or comments on any material in this newsletter please contact:

Jill McFarland
Director of Marketing
Batrus Hollweg International
1820 Preston Park Blvd., Suite 2900
Plano, TX 75093
800-274-4541
jmcfarland@batrushollweg.com

[Forward email](#)

 **SafeUnsubscribe**®

This email was sent to kwalker@batrushollweg.com by lewishollweg@batrushollweg.com.
[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe](#)™ | [Privacy Policy](#).

Email Marketing by



Batrus Hollweg International | 1820 Preston Park Blvd., Suite 2900 | Plano | TX | 75093