



ClearCompany

# One Chick-fil-A Gets a Made-to-Order Talent Management Solution

## The Customer

Harold Jarvis has been working with Chick-fil-A for 25 years, including being an Operator for the last 16. As a member of the Chick-fil-A Innovations Team, he's always looking for ways to help other Operators improve their processes and increase sales. Harold's own franchise in North Carolina was growing at a steady pace, and he needed to secure top talent quickly. That's where ClearCompany came in.

## The Problem

As successful as Harold has been, his hiring wasn't always able to keep up with his pace of growth. He started by looking for a system to streamline his onboarding process, but found that he could benefit from a modern, online recruiting system, and integrated background checks as well. After receiving multiple recommendations for the ClearCompany platform from other Operators, Harold was ready to make the jump.



*Initially, I needed the Onboarding piece of it. As my business grew and got more complex, I was still onboarding with a system from 5 years ago. In my old system, there was miscommunication and missing pieces of paperwork. The process was antiquated; it wasn't working for us as far as growing revenue and the individuals we were staffing a restaurant with. Then I learned about your Recruiting tool. I was surprised to see how much it could do. I realized I really needed it, too.*



**Harold Jarvis**

**Owner/Operator,  
Chick-fil-A at Monkey Junction**

## The Solution

ClearCompany got Harold up and running quickly with our best-in-class Recruiting and Onboarding tools. He was able to start posting jobs - and getting top candidates - right away. And by taking advantage of our integrated platform, he was able to streamline his entire new-hire process.

*"Our traditional way was to wait for someone to print an application, fill it out, and turn it in. Once the [online] requisition was live, I was quickly able to hire and train ten individuals. Using our old method, I would have only hired two in the same time span. I am getting applications through ClearCompany that I never would have gotten under our old process. I was able to cast a wider net. Then I could be more picky, and be more comfortable about being picky. Also, if I was opening a brand new location and I had this tool - that would be glorious. It's a great tool for new Operators."*

## The Results

Harold now has a modern, efficient, online system that will support all of his talent management needs well into the future. While he is currently taking advantage of ClearCompany's Recruiting and Onboarding tools, he's already looking at how he can use other parts of the platform. With ClearCompany, Harold can manage his whole talent pipeline from top to bottom.

*"Your features like recruiting, onboarding, and goals are all in one place. It reduces the complexity of finding people to hire and the onboarding process. It basically helps you sell more chicken. If any Operator asked me, I would tell them it's great!"*

## The ClearCompany Difference

As the Talent Management partner to numerous Chick-fil-A franchises, ClearCompany is uniquely positioned to provide the tools and the top notch support they need to meet their hiring, onboarding, and performance goals.

*"The ClearCompany staff is very professional. The values of their company align with our values at Chick-fil-A; keeping it personal and staying connected. That's how we function in the restaurant, and in the company."*

## The ClearCompany Response

"It's always exciting when we can help a customer move to a faster, more efficient process. And by using multiple parts of the ClearCompany platform, Harold has created a seamless process for recruiting, hiring, and engaging his new employees. The system that Harold has put in place could benefit any Chick-fil-A franchise, and we're glad to be a Chick-fil-A preferred provider."



**Christine Rose**

**Vice President of Customer Success,  
ClearCompany**

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