



# A Recipe for Talent Success: One Chick-fil-A Makes the Investment in the Best Recruiting & Onboarding Tools

## The Customer

Between planning food orders, scheduling team member shifts and providing an outstanding customer experience, a successful quick service restaurant has a lot to manage every day. With so many responsibilities to oversee, it can be difficult for a manager to step back and invest the time and money in a solution that will benefit their business in the long term. That was the challenge facing Cassie Foster, AM Front of House Director for Chick-fil-A in Boynton Beach, Florida.

## The Problem

Cassie was working for a successful franchise with a great team that focused on putting the customer first. But as staffing needs for the restaurant continued to grow, so did the strain of keeping it all organized. Recruiting and onboarding a number of top employees means receiving, sorting and organizing lots of employee information. An outdated paper process can waste precious time and money. Cassie knew she needed to invest in a system that would position her for long-term success.



*"My Operator posed the question, 'How will it make your process better, so new employees will like our process more?' I didn't want my team to feel like our hiring process was a disorganized mess, because I don't want them to think our store is a disorganized mess. A good hiring process makes them want to work for us."*



**Cassie Foster**  
AM Front of House Director,  
Chick-fil-A in Boynton Beach

## The Solution

ClearCompany's advanced Applicant Tracking System and Onboarding tools provided all the organization and efficiency Cassie could ask for. With ClearCompany, Cassie's requisitions were automatically posted to a number of different job sites, bringing in a wide variety of candidates and reducing time spent on in-store events. And the candidates that were hired were whisked through a simple and intuitive paperless onboarding process.

*"The Recruiting tool saves us time because we don't have to put ourselves out there as much, recruiting in store. Before, people were only applying by word of mouth, or coming in to the store and seeing our job board. Now, our requisitions are sent out to a million different sites. And with our ClearCompany job website, we get even more people. Recruiting with ClearCompany is quicker, easier... all of the above, honestly."*

*"The Onboarding process is way easier - everything in one spot, no more paperwork. That's where things get lost. Having everything online means I have everything right there - no more searching through a large filing cabinet!"*

## The Results

Cassie immediately noticed a significant increase in applications - far more than she expected for the size of her restaurant. Equally important, ClearCompany allowed her to better track every step of her hiring process, so she could organize, sort, schedule and disposition candidates.

*"We're getting a lot more applications per month. We were getting 25-30 before with our old system, but now we're averaging around 60-70 per month. Any time we do a job ad, we get an extra 100-200! You can create the recruiting workflow any way you want. So if someone called in to check on their application, we could look them up right away."*

And ClearCompany's simple and engaging paperless Onboarding process saved Cassie money and time - and prepared her new employees to contribute to her franchise's success from day one.

*"Onboarding was all on paper beforehand. We were having new hires come in, fill out paperwork and then scheduling a training day for them. We cut that whole paperwork step out. When they come in, they are ready to start their training. Our onboarding process is 50% faster!"*

## The ClearCompany Difference

With best in class tools, a complimentary implementation process tailored to the needs of each customer and innovative features like texting, ClearCompany is an affordable talent management solution that more than pays for itself.

*"With onboarding, the benefit is really in saving time. My highest paid people, one of my directors, would spend 30 minutes filling out forms with each new employee. That's a lot of time and a huge chunk of the cost is made up just through that."*

## The ClearCompany Response

*"ClearCompany works hard to create the best talent management platform on the market, and to offer it at a price that our customers can afford. We're delighted that our tools for hiring, engaging and retaining top talent are benefitting so many Chick-fil-A Operators."*



**Sylvie Woolf**  
Director of Customer Success,  
ClearCompany

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