How Canopy by Hilton London City Hotel Cut Their Onboarding Time in Half

Industry: Hospitality

Employees: 150+

Harri Product Suite: Talent Acquisition

Harri Customer Since: August 2022

EXECUTIVE SUMMARY

Canopy by Hilton London City Hotel is a modern, luxurious lifestyle hotel in the heart of the capital's East End. The hotel comprises 340 rooms and three outlets – including all-day dining restaurant Penny Squares, St. Clare Coffee and Bar, and Florattica Rooftop London.

As well as providing the highest level of hospitality, the hotel celebrates the local area through its interior design and community work. From training rooms to help locals develop new skills, to free drink tastings to introduce them to the sector, Canopy by Hilton London City Hotel has truly established itself as a neighbourhood hotel – with people at the core of everything they do.

THE CHALLENGE

When Head of HR, Basel Jabri, joined the Canopy by Hilton London City Hotel in May 2022, it was still relatively new, and the hiring process was manual and time-consuming for both managers and candidates. In an attempt to save managers time, Basel researched various hiring solutions that would automate the talent sourcing and onboarding process.

THE SOLUTION

Since August 2022, Basel Jabri and his team have used Harri's talent acquisition software to streamline their processes, efficiently posting job openings, reviewing candidates, and eliminating human errors. This has allowed the hotel to streamline the process of sourcing and onboarding talent and focus on the employee welcome day – where first impressions matter.

KEY RESULTS

- Cut onboarding time in half.
- Sped up the time to hire.
- Gives manager more time to screen, hire, onboard, and training candidates.

> "I chose Harri because it's simple, it's straightforward, it's a one-stop shop, and their customer service is great!"
>
> *- Basel Jabri, Head of HR at Canopy by Hilton London City Hotel*

Canopy by Hilton London City Hotel officially opened its doors in October 2021, offering visitors a charming destination to unwind. While being known for the quality of its services, the team felt they were behind the competition when it came to technology – specifically for hiring. Managers had to manually list open positions on individual job boards, shortlist candidates, book interviews, and send forms – which also had to be manually scanned and uploaded to their database. This approach had many drawbacks, including multiple logins for different job boards (like Indeed and CV-Library), and human error.

When Basel Jabri joined the Canopy by Hilton London City Hotel as Head of HR in May 2022, he was determined to break away from these outdated methods. He researched various solutions to streamline the process of sourcing and onboarding talent, looking for a system that both staff and candidates would find easy to use.

Basel researched three talent acquisition software providers – one of which was Harri. In the end, Basel chose Harri for its simplicity, straightforwardness, one-stop shop approach, and excellent customer service.

Since August 2022, Canopy by Hilton London City Hotel has leveraged Harri's talent acquisition software to streamline their recruitment and onboarding process. The team can post job openings to various job boards in a single platform, removing the need for multiple logins. It's also easy to review and approve candidate applications, and keep job seekers on file for future opportunities. The team can now recruit the best candidates with ease, giving them more time to focus on welcoming and training their new staff.

> "The team at Harri tailored the solution to our needs. It has sped up the time to hire and given us more time to screen applications and welcome new people. The platform even offers a comprehensive overview of the entire process from applying to onboarding."
>
> *- Basel Jabri, Head of HR at Canopy by Hilton London City Hotel*
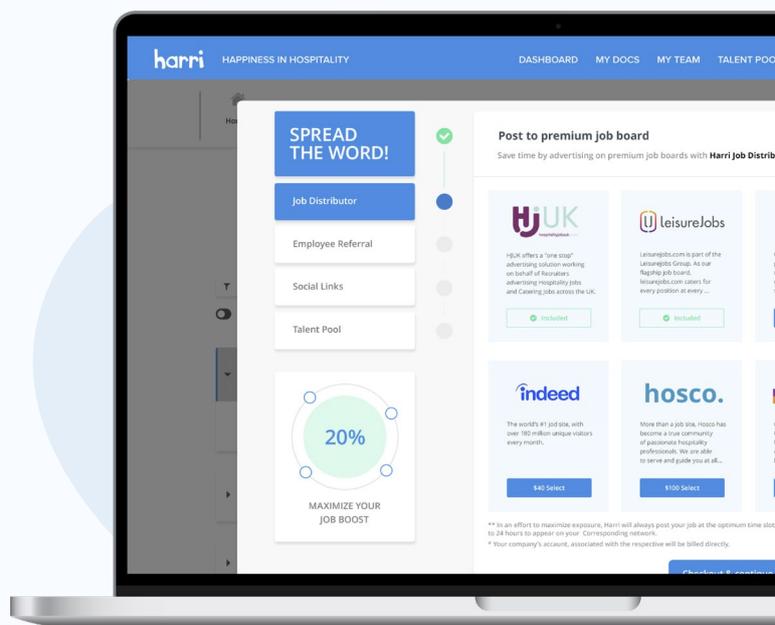
THE FUTURE

Canopy by Hilton London City Hotel is excited to leverage Harri's employee social referral function to find their next great hire. The solution enables managers to create dedicated application links to job openings for their employees to share with their friends and family. Using the solution, Canopy by Hilton will be able to track who referred who to which role, as well as the time and location of the referral. This leads to better employee retention for referrer and referee, improve candidate quality, and save their team time on sourcing.

"The implementation process was simple. The team at Harri is so supportive. We partner with the lovely Simona in customer service, who is always on hand to answer any questions we have. The team at Harri also provides us with a monthly report on the state of the market, saving us time on research and allowing us to quickly understand what our competitors are doing and how attractive we are in the market."

– Basel Jabri, Head of HR at Canopy by Hilton London City Hotel
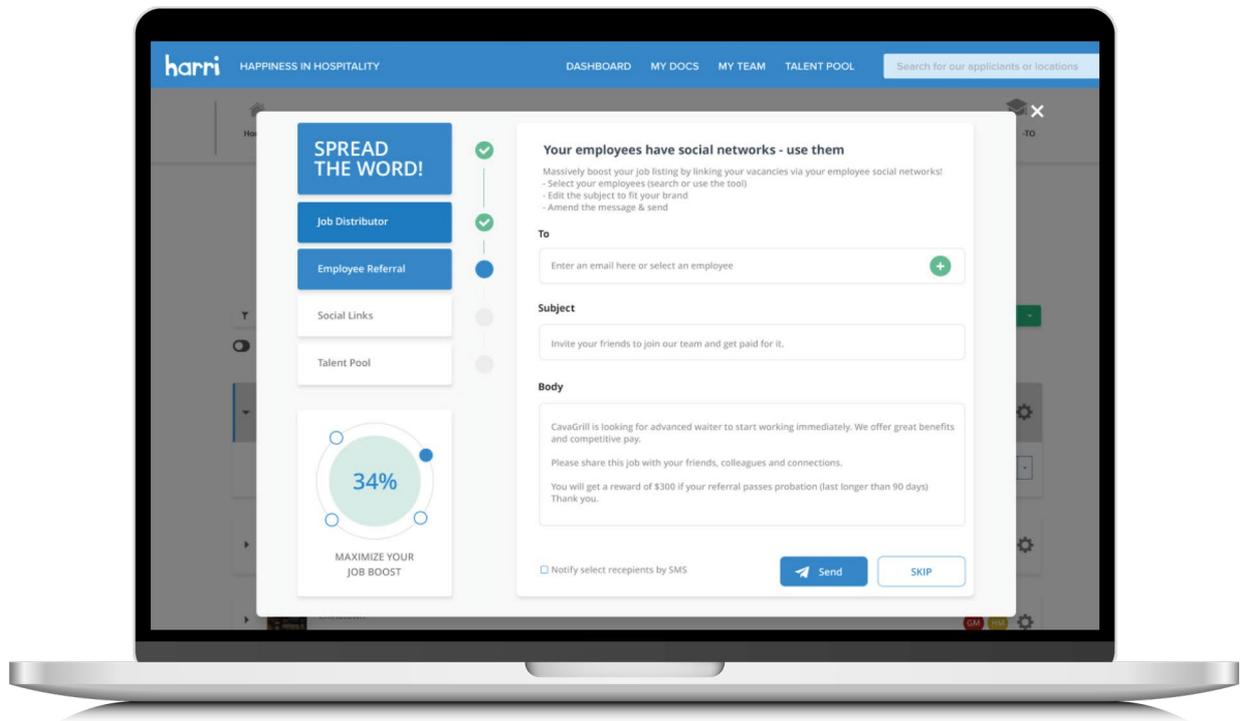
Simplified Onboarding for Hospitality

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