How Boparan Restaurant Group Achieved a 91% Offer Success Rate

Industry: Hospitality

Harri Product Suite: Talent Acquisition

Harri Customer Since: September 2017

EXECUTIVE SUMMARY

Boparan Restaurant Group (BRG) is a forward-thinking family of nine diverse restaurants, all with unique identities, including Slim Chickens, Cinnamon Collection, and Ed's Easy Diner. As an experienced company with sites in the UK and Ireland, BRG is passionate about creating unforgettable experiences – always looking for new ways to innovate.

THE CHALLENGE

Boparan Restaurant Group had always manually sourced and onboarded talent for its restaurants – an inefficient process for busy managers.

THE SOLUTION

To reduce time-to-hire, simplify onboarding, and support management, the company looked for a talent acquisition solution. Boparan Restaurant Group partnered with Harri to implement talent acquisition software.

KEY RESULTS

- Average offer to hire days: 3
- Offer success rate: 91%

> "Our managers would be lost without Harri. I use it every single day."
>
> *- Aimee Pigott, HR and Recruitment Support at Boparan Restaurant Group*

harri | *Boparan* Restaurant Group

Since its inception in 1987, Boparan Restaurant Group has experienced tremendous growth, and with more locations on the way, the company has no plans to slow down anytime soon. But with rapid growth comes the need to hire and onboard talent fast. This is where BRG struggled. The company has historically relied on inefficient manual processes to source and onboard candidates for its nine restaurants. Their managers spent a tremendous amount of time finding the right candidate. In an attempt to improve efficiency, their team sought a solution that would allow them to source and onboard candidates with ease, store vital onboarding documents and integrate with their existing payment system.

It was also looking for a solution that would streamline Right to Work checks and ensure compliance with local regulations. This is incredibly important for an organisation with sites across the UK and Ireland. So in 2017, their search for an applicant tracking system (ATS) that would tick off all these boxes began.
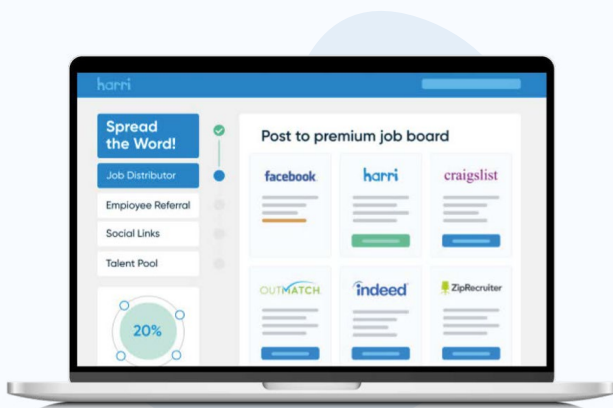
> "The customer success team at Harri is incredibly supportive."
>
> – *Aimee Pigott, HR and Recruitment Support at Boparan Restaurant Group*

In September 2017, Boparan Restaurant Group implemented Harri's talent acquisition software to effortlessly post its open positions on multiple job boards in just a few clicks. When candidates apply to these roles on their chosen job board, their managers can easily review resumes and candidate answers to screening questions. The customisable interview questions on the platform also make it more straightforward for managers to determine who's a good fit for the role during the video interview process. Once they've made a decision, their managers can send out the relevant onboarding documents to fill out online, removing human error and the need to manually scan paperwork.

The team at BRG can now easily identify where candidates are in the hiring process. This is especially important for a company with multiple managers overseeing hiring and onboarding. Aimee Pigott, HR and Recruitment Support at Boparan Restaurant Group, also noted how useful the platform is when it comes to restaurant open days, as it allows their managers to post new job openings and invite a group of suitable candidates. "I'm currently in the process of developing a welcome package for our managers on how to get the most out of Harri," said Aimee.

> "As a company with multiple brands, the ability to build a pool of talent for future positions is incredibly valuable. It's reduced the amount of time managers spend on recruitment. We're also taking advantage of the career branding feature to attract the right candidates."
>
> – *Aimee Pigott, HR and Recruitment Support at Boparan Restaurant Group*

Simplified Onboarding for Hospitality

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