

***Building Culture to Radically Reduce
Turnover & Transform the Guest
Experience***

How Barteca Restaurant Group has transformed its approach to talent acquisition and employee engagement and training and development reduced turnover from 130% to 30%



SITUATION IN 2014

Management turnover -

130%

- **Significant increase in hiring costs**
- **Increase in Training Costs**
- **Negatively impacted our reputation**

COMPREHENSIVE TALENT ACQUISITION STRATEGY

**CREATED MANAGEMENT PROFILES &
INTERVIEW QUESTIONS BASED ON CULTURE**

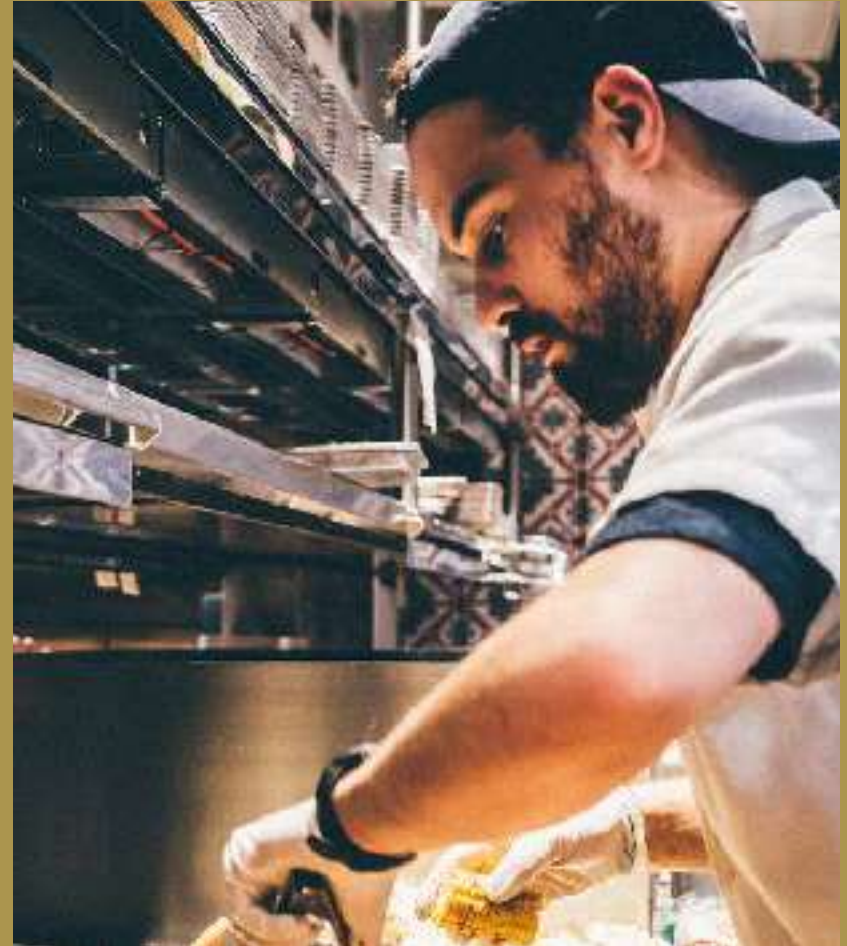
**ACKNOWLEDGED
OUR MISTAKES**

IMPLEMENTED RJP
(realistic job preview)

**OPERATION 'COME
BACK HOME'**

HIRED A MIT MANAGER

- Role is to manage all MITs during their training
- Liaison between talent acquisition and training
- Developed our training program (6-8 weeks with dedicated training managers)



FOCUS ON TRAINING

1

Hired directors of training for each concept

2

Focused on operational excellence

3

Held restaurants accountable for training standards

DEVELOPMENT STRATEGY

- Implementation of LMS (powered by Wisetail)
- Created courses and modules focused on development
- Developed our training program (6-8 weeks with dedicated training managers)



IMPACT ON GUEST EXPERIENCE

Consistent management team



Clear expectations with hourly employees



Focus on operational gaps that impact guest experience



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