



Critical Hiring: Ticket Process

This new ticket process is to request staffing support for Hourly Team Member for restaurant(s) which have reached a critical level for one or multiple positions.

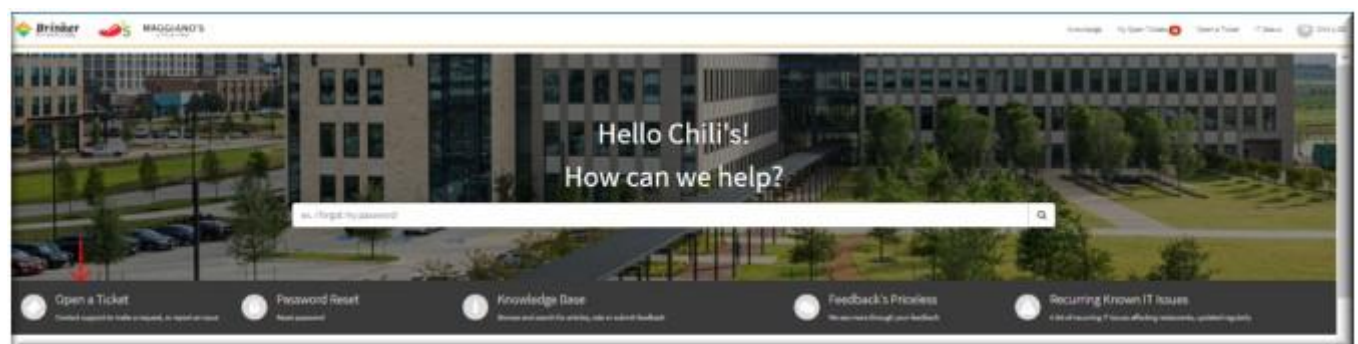
Prior to submitting a request here are **best practices**:

- Validate KROW
 - Position(s) are toggled on. If not toggled on there are no current ads posted creating an applicant flow shortage.
 - Insure there is a sufficient number of interview slots available for each day. Job seekers who are unable to schedule an interview within 24 to 48 hours will be on to the next job. EVERYONE is Hiring!!
 - If restaurant is receiving a good volume of applications, has the Management Team contacted those applicants who did not show-up for the scheduled interview letting them know we are still hiring? Don't just automatically mark the candidate "rejected". We have an expression "Shift Happens" – just remember "Life Happens TOO"!
- Talk up Team Member referral program – even with new Team Members
- Direct Sourcing
 - Managers always looking out for great talent when out and about in the community. Pass out business cards letting people know they did a great job, inviting them to come in for an interview or if they know someone looking for a job tell them to send them our way.

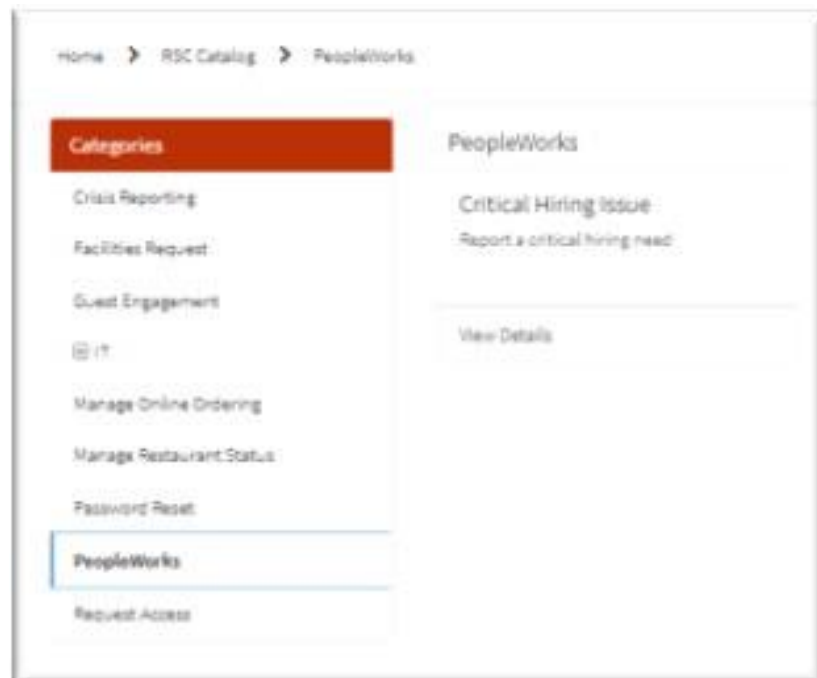
How to Submit a Critical Hiring Ticket

Step 1: Select Open Ticket from the home page using this address

https://brinker.servic e-now.com/rsc_ssp



Step 2: Select PeopleWorks > Critical Hiring Issue





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Step 3: Fill in critical hiring issue form – you can complete one form for multiple positions at one restaurants.

Home > RSC Catalog > People/Works > Critical Hiring Issue

* Indicates required

Critical Hiring Issue

Report a critical hiring need

Submit this form to request assistance with a critical hiring need.

* Reported By:

Call back number:

* Enter Region/Area:

* Select restaurants:

* Select Positions:

Please describe the issue in detail:

Add attachments

The following information is needed in order complete your form request:

- *Restaurant number*
- *Position/Positions*
- *Number of Hires by position*
- *Hourly Pay Range*
 - **if the pay includes tips - provide the estimated average hourly pay including tips.*
- *Specific Shift(s) example: Availability Weekend Nights*
- *Reason for Staffing challenges and any additional info as needed*

Once the critical hiring issue form has been filled out and submitted, it will be sent to the hourly staffing team. Each entry will be reviewed, and the team will partner appropriately to best support each DO & Restaurant.