

Hiring Tips: Hiring a Walk-In Applicant

YES YOU CAN TALK TO THEM!

Today's job seeker is looking for fast results, and a strong candidate will not be on the market long. Utilizing this process can help you engage these candidates who could be your next great TM!

Remember to always treat all candidates with respect. While not everyone will be a good fit to work at Red Robin, all our candidates are potential guests!

Can I get an application?

- **First things first – Introduce Yourself!**
- **Treat the candidate like a guest** with a Red Check – if you'd take the time to talk with a guest, you can take that time with the candidate.
- **DON'T WAIT...find a table to talk.** If you don't, the manager at the competitor next door will. In today's fast paced world, job seekers are looking for immediate results!

Can I interview them? Even before they apply?

- **Conduct a brief interview** to get a feel for who they are and for them to get more interested in Red Robin, even if you don't have an application or assessment yet.
- **If you are still interested**, explain the process and give them a Hiring Card.
- **Hand them an iPad** and find them a place to take the assessment. Best practice would be to have someone nearby to ensure that the iPad stays in the restaurant.
- **Check the assessment results in the office** If the candidate does not show up on your dashboard, chances are that they are not recommended, but you can validate that with Chris from Transworld or your TAM. Remember to never discuss assessment results with an applicant or TM or disclose that we can't see their application.

If they interview and take the assessment, then what?

- **If time permits and the candidate was recommended**, we still have a two interview process. If you have a department manager and a GM in the building, do the interview immediately! If not, tell them you will contact them about a second interview.
- **If you are not going to move forward**, you can say, "Thanks for coming in today. We will review your information against our current hiring needs and contact you if we are interested in setting up an interview."

E.

EXTRAORDINARY PEOPLE

Remarkable people make us better.

We honor our Team Members by caring for, developing, and rewarding them.

