

Hourly Team Member Hiring Guide



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Accessing Hirebridge



Go to www.hirebridge.com then click the LOGIN button

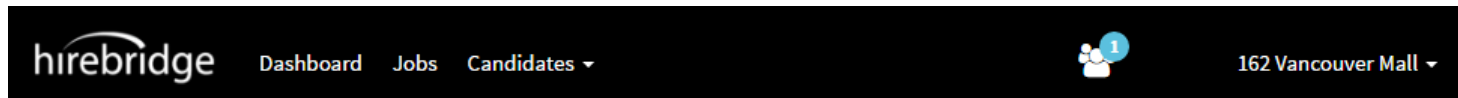
Enter your Login ID (GM email address) and your Password

If you do not know your password or have forgotten it, click the Forgot Password link and the system will send it to the GM email box

NEED HELP? CALL US @ 1-954-688-4677 or [Contact Us](#)

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Accessing Applicants



hirebridge Dashboard Jobs Candidates 1 162 Vancouver Mall

Jobs Overview

Displaying all 2 matching records

	Job Title	Total	Status
 	Heart of House Team Members	37	Public
 	Front of House Team Members	121	Public

Click on the job title or the “total” column to view the available applicant list
If you currently have ads running you will have additional jobs on your dashboard for review

Reviewing Applicants

hirebridge Dashboard Jobs Candidates 1 162 Vancouver Mall ▼

Candidates

Displaying records 1 to 50 of 92

Name	State	Aging	Stage	SalaryRqst	AMPM	Wknd	Available
Maurmann, JoBaer	WA	1		13	Both	N	3/16/2017
Terry, Amber	WA	1		11.00	Both	Y	3/9/2017
Santangelo, Amber	WA	2		11.00	Both	Y	3/15/2017
Johnson, Jaelynn	WA	3		11	Both	Y	3/28/2017
huffman, jasmine	WA	3		11	Both	Y	3/8/2017
Boyd, Marcus	WA	3		11.00	Both	Y	3/8/2017
Gospodnetich, Lenore	WA	3		11.00	Both	Y	3/4/2017
Clark, Michelle	WA	3		11	PM	N	3/9/2017
Strachan Holguin, Savanna	WA	4		11	Both	Y	3/6/2017
King, Matthew	WA	4		11	Both	Y	3/9/2017
Howd, Elizabeth	WA	6		11	Both	Y	4/1/2017

Sort candidates by clicking the fields in the top gray bar

You can immediately see name, Aging (days since they applied), the pay rate they desire and an overview of availability

Reviewing Applicants

hirebridge Dashboard Jobs Candidates 1 162 Vancouver Mall

Candidates

Displaying records 1 to 50 of 50

Click on the applicants name to review their application

Name	State	Aging	Stage	SalaryRqst	AMPM	Wknd	Available
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Reviewing Applications

hirebridge Dashboard Jobs Candidates ▾ 162 Vancouver

Candidate 1 of 17 Interview Guide Talent Resource Portal

Larry Hinchman Applied to Heart of House Team Members in WA - Vancouver (Vancouver Mall) (7 days) 710
601 (USA) Last activity 03/07/2017 Candidate Status Change ett1123@gmail.com
Batt (USA) Status: Active Stages: 0 - Resume Review - Pending Rank: ☆☆☆☆☆☆
Sour
Employee: Mason Schell

Additional Information
Why Red Robin? Wanted to be a server there for a long time and I love the food, and i'm looking for more opportunity in serving customers. Also love to work at a fast pace and i enjoy customer service.
US Work Eligible: Yes
At Least 18 Yrs Old: Yes

Would Consider Additional Positions For Employment
Positions: Line Cook Server Host Staff Busser Expo Bartender Dishwasher

Previous Red Robin Applicant Or Employee
Employee: No

Candidate Work Availability
Date Available: 11/3/2016
Weekends: Yes
Overtime: Yes
Days: Mon Tue Wed Thu Fri Sat Sun
Evenings: Mon Tue Wed Thu Fri Sat Sun

Education: Highest School Expected 10.00

Applicant: No
AM/PM: Both
Holidays: Yes
Seasonal: No

Click email address to schedule an interview with a pre-built template

Name of TM who referred applicant (if applicable)

This is where an applicant can tell you why they want to work for Red Robin

Double Check that applicant is US work eligible

Should say YES unless your location has been approved to hire Host & Bussers under the age of 18

"Additional Positions" allows you to consider other areas the applicant is interested

Hirebridge does NOT filter out applicants that are not eligible for rehire. Contact HRAdvisor@redrobin.com to confirm rehire eligibility prior to scheduling interview

Interview Guide and TRP

hirebridge Dashboard Jobs Candidates 162 Vancouver Mall

Candidate 1 of 17

Interview Guide **Talent Resource Portal**

Larry Hinchman
 601 SW 27th ave
 Battleground, WA 98604 (USA)
 Source: Referral
 Employee: Mason Schell

[Hire](#) [No Interest](#)

Applied to Heart of House Team Members in WA - Vancouver (Vancouver Mall) (7 days)

Click here to access the interview guide

Click here to access additional resources

If you print the application, be sure to shred following use

Snapshot Application Messages

Candidate Work Availability

Date Available:	11/3/2016	AM/PM:	Both
Weekends:	Yes	Holidays:	Yes
Overtime:	Yes	Seasonal:	No
Days:	<input type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input type="checkbox"/> Sun		
Evenings:	<input type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input type="checkbox"/> Wed <input checked="" type="checkbox"/> Thu <input checked="" type="checkbox"/> Fri <input checked="" type="checkbox"/> Sat <input type="checkbox"/> Sun		

Current/Most Recent Employment: Applebees

Position:	host, bus boy, carside, server	From:	JAN 2015
Role:	I would seat customers, bus tables, run food and serve food, take orders and give customer service, also would help my coworkers with there tables.	Until:	MAR 2016

Additional Employment: Sams Club

Position:	cashier	From:	MAY 2014
Role:		Until:	OCT 2014

Additional Employment: Parks and Rec

Position:	Referee, coach, activity supervisor	From:	APR 2016
Role:	We differ between sports and i either coach or referee or am an activity supervisor for all the kids.	Until:	

Cover Letter

Wanted to be a server there for a long time and I love the food, and i'm looking for more oppotunity in serving customers. Also love to work at a fast pace and i enjoy customer service.

Review availability and ensure that it fits the needs of your business

Review employment history and always remember you can train for skill

Next Steps

Once you have reviewed an application, you can apply the appropriate stage and track progress of applicant by selecting from the drop down items. Following the interview, you should select “Hire” or “No Interest”.

The screenshot shows a candidate profile for Larry Hinchman. Key details include: Applied to Heart of House Team Members in WA - Vancouver (Vancouver Mall) (7 days), Last activity 03/07/2017, Candidate Status Change, Status: Active, and Stage: 0 - Resume Review - Pending. The dropdown menu lists 13 stages from 0 to 6. Annotations include: 'Based on your review of the applicant, choose the appropriate stage to track status or progress' pointing to the dropdown; 'Takes you to the Hire screen' pointing to the 'Hire' button; and 'Takes you to the Rejection screen' pointing to the 'No Interest' button.

Larry Hinchman

601
Batt
Source: Referral
Employee: Mason Schell

Applied to **Heart of House Team Members in WA - Vancouver (Vancouver Mall)** (7 days)
Last activity 03/07/2017 **Candidate Status Change**
Status: **Active** - Stage: **0 - Resume Review - Pending**

Hire **No Interest**

Takes you to the Hire screen **Takes you to the Rejection screen**

Based on your review of the applicant, choose the appropriate stage to track status or progress

0 - Resume Review - Pending
0 - Need to schedule 1st interview
1 - Left Message to Schedule Interview
1 - No Answer / Phone Not Working - Call Back
2 - 1st Interview - Scheduled
2 - Need to Schedule 2nd Interview
3 - 2nd Interview Scheduled
4 - 3rd Interview Scheduled
5 - Offer Extended
5 - Offer Accepted. Training Scheduled
6 - Hold for Future - FOH
6 - Hold for Future - HOH
6 - Declined (Make sure to change STATUS to Rejected)

Why Red Robin?
US Work Eligible: Yes
Highest Edu: College
Would Consider Additional Positions For Employment
Positions: Line Cook Server Host Staff Busser Expo

Hiring an Applicant

Select the blue “Hire” button from the applicant page to continue the hire process:

Job Code Information
Indicate which job title this new hire is being hired into

Job Code: Required

Job Requisition Information
Information imported directly from Hirebridge

Job Title:

Job Location:

Department:

Hirebridge Req ID:

System Hire Date
This date should reflect the actual Hire Date within Hirebridge. This is not the Start Date (see below)

Hire Date: Required

New Hire Start Date
IMPORTANT NOTE: Please be certain that the date you enter for START DATE reflects the actual date that the Team Member is critical for all Workday related processes.

Start Date: Required

Status:

Selecting the wrong job code will cause the hire to not process correctly

This is the date they accept a job with Red Robin

This is the date they will attend NTM Celebration and Onboarding. Accuracy is critical for other related processes!

Select “Hired”

Completes process



Rejecting an Applicant

Select the yellow “No Interest” button from the applicant page to conclude the process:

No Interest: Larry Hinchman

New Status : *No Interest / Rejected ▾

Reason: Please Select A Reason For No Interest ▾

- Please Select A Reason For No Interest
- Moving Forward with Another Candidate
- No Call / No Show for Interview
- No Longer Available
- No Response to call / email
- z - Not Recommended - Talent Assessment
- z- No Assessment Result

Save

Cancel

Choose the appropriate reason for rejecting the applicant and select “Save”

Where Did My Hire Go?

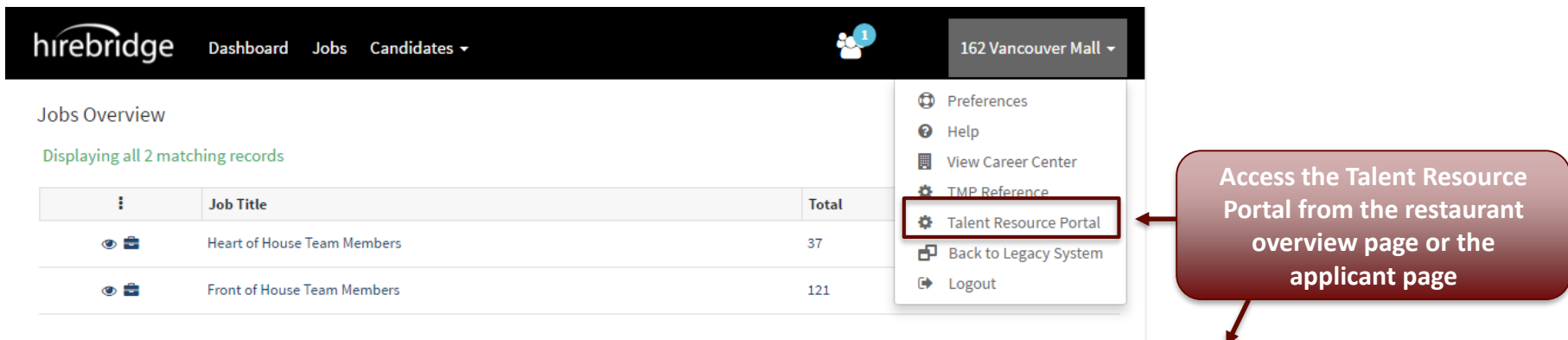
Once you complete the Hire process the information is transmitted to Workday and you will receive Workday onboarding tasks to complete.

If you do not receive the onboarding task there is a problem!

- If applicant is a rehire contact HRAdvisor@redrobin.com to verify rehire eligibility.
- If the applicant is not a rehire contact chris@Transworld.jobs to troubleshoot the issue.





Staffing Resources

The Talent Resource Portal is your source for hourly recruiting ideas, best practices and our Shift Supervisor application process.




The screenshot shows the Hirebridge interface. At the top, there is a navigation bar with 'hirebridge', 'Dashboard', 'Jobs', and 'Candidates'. A dropdown menu is open, showing options: 'Preferences', 'Help', 'View Career Center', 'TMP Reference', 'Talent Resource Portal' (highlighted with a red box), 'Back to Legacy System', and 'Logout'. A callout box with a red border and arrow points to the 'Talent Resource Portal' option, containing the text: 'Access the Talent Resource Portal from the restaurant overview page or the applicant page'.

Below the navigation bar, the 'Jobs Overview' section is visible, displaying 'Displaying all 2 matching records' and a table with the following data:

	Job Title	Total
 	Heart of House Team Members	37
 	Front of House Team Members	121

Below the table, there is a candidate profile for 'Larry Hinchman'. The profile includes the following information:

- Name: Larry Hinchman 
- Phone: 601
- Location: (USA)
- Applied to: Heart of House Team Members in WA - Vancouver (Vancouver Mall) (7 days)
- Last activity: 03/07/2017 Candidate Status Change
- Phone number: 710
- Email: ett1123@gn
- Rank: ☆☆☆☆☆

At the bottom right, there is a date: March 2017.

Talent Resource Portal



Resources for hourly recruiting

Best practices to hire Extraordinary People

Current opportunities across the country

Need Help? Contact Hourlyrecruiting@redrobin.com

- Information and ideas for staffing your restaurant
- Options for advertising and efficiently using recruiting dollars

Shift Supervisor Process

Hiring Cards & Flyers



Hiring cards can be given to applicants who come into the restaurant and you are not able to immediately interview or have apply on the iPad.

Hiring flyers can be customized and placed in to-go bags or on bulletin boards within the community.

Contact Chris@transworld.jobs to order

Redrobin.jobs



Apply



QUICK SEARCH FOR JOBS: Job Position or Category City or Zip Code



CONTAGIOUS ENERGY. MAGNETIC PERSONALITY.
AUTHENTICITY. *playfulness.*



OPPORTUNITIES NEVER TASTED SO *good!*

yummin!
OPPORTUNITIES

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SEE HOW OUR
BENEFITS *Stack* UP!

Learn More

JOIN OUR
Talent Network!

Learn about future openings in your area!
Click Here To Join

Learn More and Apply

Red Robin
GOURMET BURGERS AND BREWS

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- ABOUT >
- VALUES >
- BURGER STORIES >
- BENEFITS >
- REWARDS >
- JOB POSITIONS >

Learn More About Our Team Members

ACHIEVER Spotlight

Visit RedRobin.com

Hourly TM Interview Guide

hirebridge Dashboard Jobs Candidates

Candidate 1 of 17

Interview Guide Talent Resource Portal

Larry Hinchman
601 Batt (USA)

Applied to Heart of House Team Members in WA - Vancouver (Vancouver Mall) (7 days)

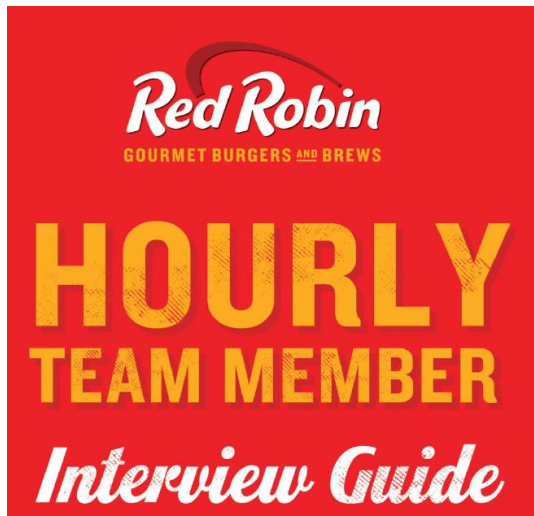
710 ett1123@ Rank: ☆☆☆☆☆

Access the interview guide from the applicant page or on the Vault: Human Resources>Talent Acquisition

Hire Extraordinary People by using the Hourly Team Member Interview Guide for every interview.

Hire for cultural fit and train for skill!

Follow the guided outline, take notes and shred following the interview.



RED ROBIN HOURLY TM HIRING PHILOSOPHY

At Red Robin we don't just deliver food, we deliver an experience aligned with our brand and core values. To deliver this brand promise we will:

- Hire for cultural fit
- Train for skill

Cultural fit is when a person's beliefs and behaviors match Red Robin core values. Cultural fit accounts for more than half the variance in job satisfaction resulting in:

- Happier team members
- Greater performance
- More discretionary effort
- Higher retention
- More loyal guests
- Faster contributions

Hourly TM Interview Guide

How to determine cultural fit:

Look for:

Energy & Enthusiasm

- Smiles
- Bright eyes
- Laughter
- Open posture

Courteous

- Please and thank you
- Kind to you/your team
- Friendly

Communication

- Speak enthusiastically
- Conversational
- Pleasant and happy tone
- Inflection
- Positive facial expressions

Consider/Ask Yourself:

- Would I want my daughter, son, niece, nephew, etc. working side by side with this person?
- How would I feel if this person were working for the competitor?
- Would I want this person serving my grandparents?
- Will this person naturally perform in ways that are consistent with our BURGER core values?

Cultural fit is when a person's beliefs and behaviors match Red Robin core values.

Explain our BURGER values and Better For Being Here and how important they are to Red Robin.

BURGER.

BOTTOMLESS FUN

Our Guests love coming here because we do, too. Our playful spirit gets mixed into everything we do.

UNWAVERING INTEGRITY

Do the right thing, no matter what. Our word is a 100% guarantee we will deliver. Even when it's tough or no one is looking.

RELENTLESS FOCUS ON IMPROVEMENT

We are always striving to be better. We constantly seek knowledge and innovation to keep things popping!

GENUINE SPIRIT OF SERVICE

We go above and beyond to meet Our Guests' needs. Unbridled hospitality and personal connections are in our DNA.

EXTRAORDINARY PEOPLE

Remarkable people make us better. We honor our Team Members by caring for, developing, and rewarding them.

RECOGNIZED BURGER AUTHORITY

Nobody does burgers as well as we do – nobody. We are the gold standard in taste, quality, presentation, and innovation.

Hourly TM Interview Guide

Core Value	Questions	Look for
Bottomless Fun	<ul style="list-style-type: none"> Tell me about a time when you didn't take yourself too seriously Tell me about a time when you've had the most fun 	<i>Humble, being with people, serving others, lively spirit, aversion to taking oneself too seriously, optimism, outgoing, energetic, fun good-natured attitude</i>
Unwavering Integrity	<ul style="list-style-type: none"> Describe a situation in which you did the right thing and no one was looking Describe a time when you had to handle multiple assignments/tasks/projects and how you met those commitments 	<i>Follow through on commitments, integrity, meeting deadlines, accountability</i>
Relentless Focus on Improvement	<ul style="list-style-type: none"> Share something you've learned in the last 3-6 months and how you applied it Share a time when you received feedback to improve and how you applied the feedback 	<i>curiosity, resiliency, ability to bounce back, innovate, bias for learning</i>
Genuine Spirit of Service	<ul style="list-style-type: none"> Tell me about a time when you delighted someone (guest, friend, teammate) through your service Tell me about a time when you exceeded someone's expectations through your service How would you make the Guest feel better for being here? 	<i>servant's heart, ability to put others first, genuineness, building customer/guest relationships, optimism, outgoing, kind, heartfelt, warm, personal connections, proactive in serving others</i>

Core Value	Questions	Look for
Extraordinary People	<ul style="list-style-type: none"> Describe a team you've been on and how you valued/demonstrated appreciation for the team members Describe a team you've been on in which you pitched in to help someone even though it wasn't your job 	<i>team player, values others points of view/differences, listens to others, helpful, treat others with respect</i>
Recognized Burger Authority	<ul style="list-style-type: none"> Share a time when you were a role model to others Share a time when you identified a problem and went above and beyond to fix it What do you enjoy most about food and cooking? (HOH candidates only) 	<i>focus on quality, ownership, desire to excel, proactive</i>

Ask at least one interview question from each core value and look for the characteristics listed.

Interview Do's & Don't

Subject	What you CAN ask	What you CANNOT ask
Race or Creed	Nothing	About an applicant's complexion or skin color.
Religion	Nothing	About religious denomination, affiliation, church or synagogue, or religious holidays observed. "Do you have any religious reasons you can't work on Saturdays or Sundays?"
National Origin*	Nothing	About lineage, ancestry, national origin, descent, parentage or nationality of parents/ relatives
Marital/Family Status or Pregnancy	Nothing	"Are you married?" "Where does your husband/wife work?" "Do you have children?" "How old are your children?"
Sex	Nothing	About an applicant's gender or sexual activities
Age	"Are you at least 18? If not, state your age."	"How old are you?" "What is your birth date?"

Interview Do's & Don't

Subject	What you CAN ask	What you CANNOT ask
Citizenship	If hired will you be able to provide proof of eligibility to work in the United States?	<p>“Of what country are you a citizen?”</p> <p>“Are you a naturalized or native born US citizen?”</p> <p>“What kind of accent is that?”</p>
Scheduling	After describing the regular schedule (working hours, days, or shifts) – Can you work this schedule?	<p>Note:</p> <p>Reasonable accommodation must be made for religious needs and those associated with a disability. Contact HR Advisor if this situation arises.</p>
Disability	After describing the essential job functions – Can you perform the essential functions of this job with or without an accommodation?	<p>“What is the nature of your disability?”</p> <p>“How did you lose the use of your legs?”</p> <p>Contact HR if this situation arises.</p>
Child Care	Nothing	Any question designed to discover information about child care/day care arrangements.
Arrests	Nothing	Any question related to arrests

Interview Do's & Don't



Subject	What you CAN ask	What you CANNOT ask
Education	Inquiries about education or training that are applicable to the job.	“What year did you graduate from high school/college?”
Worker's Compensation	Nothing	“Have you ever received Workers' Compensation?” Any questions designed to discover past work injuries.
Transportation	Nothing	“Do you have a car?” “How will you be getting to work?”
Rent or Own	Nothing	“Do you own your home?”
Compensation History	“What is your desired pay rate?”	“What was your previous pay rate?”

Important Contacts & Sites

- Hirebridge - www.hirebridge.com
- Red Robin Career Site - redrobin.jobs
- Hourly Recruiting Support – hourlyrecruiting@redrobin.com
- HR Advisor = HRAdvisor@redrobin.com
- Transworld - Chris@Transworld.jobs



Thanks!