

# Recruitment Playbook

## Online course outline

### Key Factors in Successful Recruiting

- Time
- Money
- The Hospitality Factor

### Setting the Stage

Step 1 – Start Over

Step 2 – Think Like A Recruiter

Step 3 – Know What You're Selling

Step 4 - Formulate Your Strategy

Step 5 - Set the Timeline

Step 6 – Share the Process

### Locating and Attracting Talent

- Stand Out from competitors
- Scouting
- Social Media
- Employee Referrals
- Colleges & Universities
- Internet Job Sites
- Restaurant Website

### Planning the Interview

- Who to Involve
- Interviewing Like A Pro
- Behavioral Questions
- Team Contributions
- Guest-Facing Roles
- General Character
- Service-Oriented Questions
- Leadership Role Questions

**Customizable templates, checklists, interview questions, skillbuilder exercises**

