

IMPROVING QUALITY OF HIRE: A GUIDE FOR RETAIL



Quality of hire for retail generally focuses on turnover:

Annual turnover rates in retail range from **50%** to over **100%**

Average cost to replace an entry-level retail employee is **\$3,328**

Offer a Competitive Salary

When surveyed, retail employees would leave for another job that offered:

- Better opportunities / promotions
- Better compensation packages

Invest in Training

When surveyed, retail employees would stay at a company that offered better training. New training tools include:

- 1** VR & AR
- 2** Videos on-demand
- 3** MOOCs (massive open online courses)

Explore New Screening Tools

- AI for screening:** learns what the qualifications required for the job are and then ranks and grades new candidates from A to D.
- Chatbot:** provides candidate messaging in real time, on demand.

Results:

Using Ideal for screening, Indigo reduced time to hire by **75%**

Using Ideal for messaging, Hot Topic reduced recruiter workload by **30%**