



Client Case Study – Human Resources

700 Employees, 17 locations

Fast Food / Casual Dining Franchise

Industry: Restaurant

This Columbus, Ohio - based restaurant franchise was experiencing rapid growth, and needed an overhaul of the Human Resources department and processes.



Providing leadership to the HR function, our team introduced several process improvement ideas, organization of hard files, electronic files, and full implementation of the HRIS system. On site visits to each restaurant location with feedback from the General Managers provided the context for re-alignment of the HR value proposition inside this quickly growing organization.

Our team served as the Interim Human Resources manager and re-evaluated the entire HR Function. We also supported the search for a permanent hire to the position. Project Management services were utilized to implement a more functional and user-friendly paperless onboarding process, which improved time-to-hire metrics and compliance.

This work also included an extensive I-9 audit, bringing this organization into compliance with federal standards.

Services Provided:

- Employee Relations
- Payroll Processing
- Benefits Administration
- Compliance Audit
- Intranet Re-design
- HRIS Optimization
- Project Management
- I-9 Audit

