

Upshift for Corporate Dining Case Study



Hiring hourly staff for corporate restaurants doesn't need to be a hit or miss...

See how Upshift helps corporate dining facilities fill their shifts with predictability by replacing legacy staffing vendors and bringing in higher quality workers who show up and return!



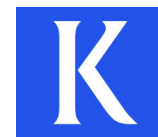
We're backed by Recruit Holdings,
the parent company of Glassdoor and Indeed.

glassdoor indeed®

Some of our partnering companies include



and venues including:



Upshift partners with the country's leading corporate dining facilities providing reliable, qualified staff through our innovative W2 Staffing platform.



**Workforce with a
94%+ Show Up Rate**



**1000+ Partnering
Clients**



**High Return Rates
of Workers**

Upshift has a **presence in 30 metro locations** in the US and expanding quickly!



- Akron
- Atlanta
- Austin
- Baltimore
- Charlotte
- Cincinnati
- Cleveland
- Columbus
- Dallas
- Dayton
- Detroit
- Durham
- Houston
- Indianapolis
- Kansas City
- Oklahoma City
- Orlando
- Phoenix
- Pittsburgh
- Raleigh
- San Antonio
- St. Louis
- Tampa
- Washington
- Las Vegas
- Memphis
- Miami
- Minneapolis
- Nashville
- and more...

Results at a glance

★★★★★ **4.8/5** rating

Average review given to Upshifters
- our workers - by corporate dining facilities
employers.

27,664 hours worked

Total number of hours worked by
Upshifters at corporate dining facilities.

58 Corporate Dining properties

The number of corporate dining properties
Upshift successfully delivered staff to by
the end of 2021. We're growing quickly and
expanding!

84% return rate

Aggregate Return Rate at the end of the
2021 at corporate dining facilities. (84% of
shifts were worked by someone who had
already worked at that business before).



The Upshifters have been a breath of fresh air. Reliable, and efficient.

Sam Alvarez | Director of Dining, Flik





Qualified workforce with a show up rate of 94%+
 – more than double the industry average

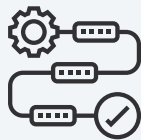
What's our secret?



We use new channels to find talent

Thanks to technology, we can tap into a latent pool of labor entirely unavailable to temporary staffing agencies.

[Read more on page 7](#)



Applicants go through a strict vetting process

Each applicant undergoes our two-part vetting process that consists of an online personality assesment and a face-to-face interview – only 12% of candidates become Upshifters.

[Read more on page 8](#)

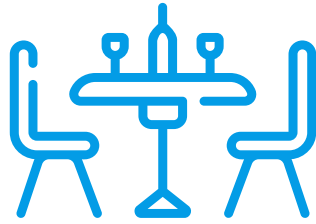


We use a 3-strike disciplinary policy and a review system

This way, Upshifters are held to a higher standard and feel accountable to perform at their best.

[Read more on page 9](#)





Corporate Dining



Kirkland and Ellis

Capital Group

Abercrombie & Fitch

Mercedes Benz LLC USA

...and more!



Individual Case Studies – Flik Hospitality Group – Kirkland & Ellis



in partnership with



Kirkland & Ellis

★★★★★ 4.75/5

Average review given by Compass Group managers to Upshifters – our workers.

304 hours worked

Total number of hours worked by Upshifters at this Compass Group property in 2021.

Positions filled:



Cooks



Dishwashers



Banquet Servers

Many of FLIK's full-time staff was furloughed during the pandemic. Unfortunately, many did not return when the business reopened. FLIK struggled to find kitchen staff to keep up with the demands at their properties.

Upshift was able to remedy the situation immediately by supplying highly vetted, experienced kitchen staff at both Kirkland and Ellis. Upshift is now the primary staffing partner for FLIK at these properties.

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Sam Alvarez | Director of Dining at Flik



Bon Appétit Management Company - Abercrombie & Fitch



in partnership with

BON APPÉTIT
MANAGEMENT COMPANY



Abercrombie & Fitch

★★★★★ **4.97/5**

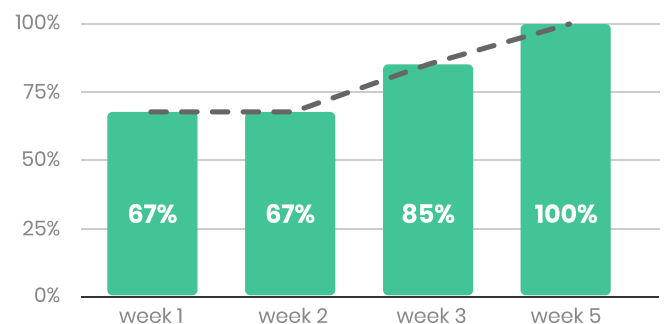
Average review given by Compass Group managers to Upshifters – our workers.

1,000 hours worked

Total number of hours worked by Upshifters at this Compass Group property in 2021.

100% return rate*

*Return rate achieved after 5 weeks of service. Return Rate of 100% means that 100% of shifts were worked by Upshifters who had already worked at that business before.



Positions filled: Cooks Cashiers Catering Attendant

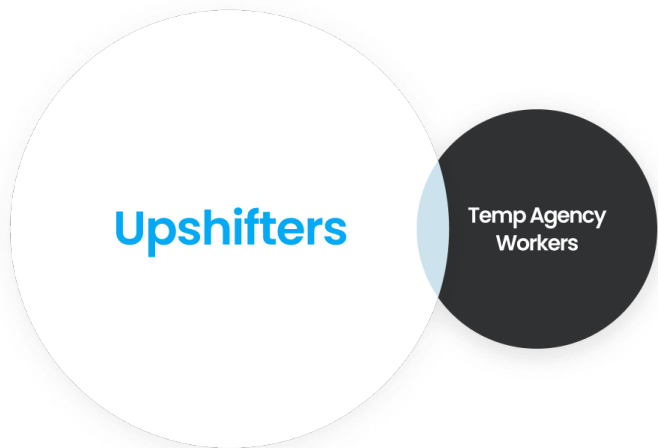
Corporate dining services providers like Bon Appetit at Abercrombie & Fitch consistently need staff. Unfortunately, they sometimes have issues attracting enough candidates through internal recruitment channels, particularly for cashier and barista positions.

Traditional temp agencies were not able to meet the headcount demands or quality of talent to successfully fill the roles, and that is where Upshift came in.



We use new channels to find talent

Thanks to technology, we can tap into a latent pool of labor entirely unavailable to temporary staffing agencies.

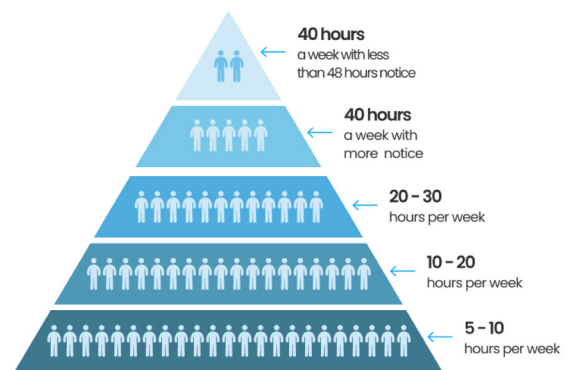


The temporary staffing agency model is broken. Staffing agencies only target people who are ready to work full time on short notice – **a very narrow segment of the total potential labor pool.**



Upshift accesses a more diverse group of workers, such as those who are already employed and those who wouldn't turn to a traditional staffing agency for work.

There are over 70,000 Upshifters in the United States today with more joining every week.



Because Upshift offers flexible work, we access all tiers of the pyramid



What is our vetting process

Unlike temp staffing agencies, Upshift doesn't hire just anyone who is willing to work. We use a more selective hiring process to ensure high-quality and reliable workers.

Each applicant undergoes our two-part vetting process that consists of an **online personality assessment and a face-to-face interview** – only 12% of candidates are ultimately accepted as Upshifters.



Part 1: **Personality Test – 65% Pass This Stage**

Any prospective Upshifter must pass **a comprehensive personality assessment** in order to be accepted. This assessment tests for work ethic, reliability, responsibility, ability to work with others, and morality.

Part 2: **In-Person Interview & Orientation – 12% Pass This Stage**

Everyone who passes the personality assessment is invited to an onboarding session at one of our offices. We have at least one office in every city we operate in.

Our **higher quality workers** and **proven success rates** lead to higher customer satisfaction, higher productivity, and better forecasting for your future staffing needs – resulting in an overall reduction in labor costs.



What are our disciplinary policies

Maintaining accountability is impossible for traditional staffing agencies because recruiters never want to fire someone and lose future commissions.

Our goal is to hire the best people and keep them great by holding them to



Nina Smith

ninasmith@mail.com

Hours worked: 58.45



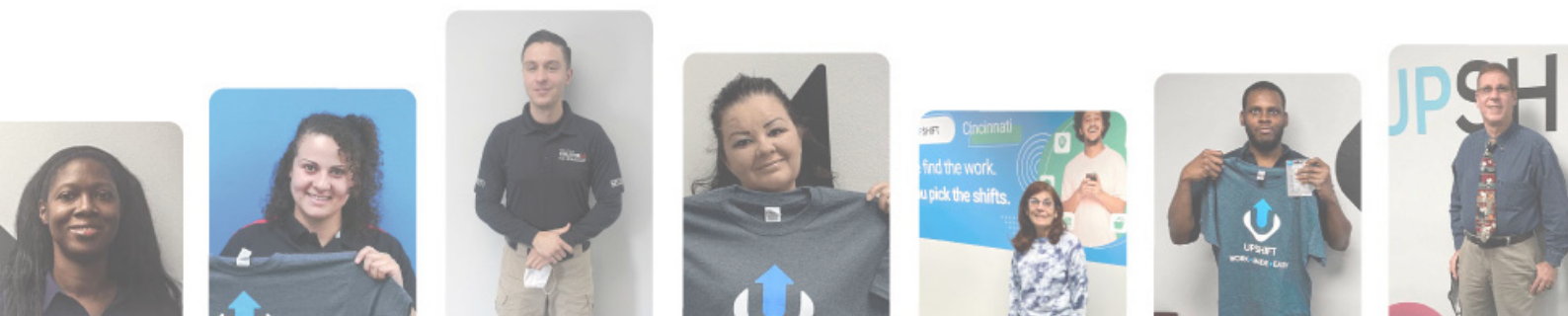
Thanks to our 3-strike disciplinary policy and a review system, our workers feel accountable to perform at their best.

UpshifTERS receive 1 strike for canceling shifts, tardiness, and other minor offenses.

A serious offense such as a No-Call, No-Show results in 3 strikes. Receiving 3 strikes results in a lifetime ban from Upshift.

UpshifTERS feel accountable – they make sure to take our rules seriously, as they do not want to lose access to the platform through a permanent suspension.

You have the ability to review UpshifTERS after every shift they work. This encourages them to continue performing at their best, as they know their rating is a major factor in getting accepted for shifts.



Ready to start hiring reliable staff for your shifts?

Email your representative
or sign up on our website:
www.upshift.work/for-business



Our results speak for themselves

★★★★★ **4.8/5** rating

Average review given to Upshifters - our workers - by corporate dining facilities employers

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Total number of hours worked by Upshifters at corporate dining facilities

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The number of corporate dining properties Upshift successfully delivered staff to by the end of 2021. We're growing quickly and expanding!

84% return rate

Aggregate Return Rate at the end of the 2021 at corporate dining facilities. (84% of shifts were worked by someone who had already worked at that business before).

After signing up and going through our onboarding process you will be assigned a **dedicated account manager**, and our **customer success team** will be there every step of the way.

