

Upshift for Education Case Study



Hiring hourly staff for dining halls doesn't need to be a hit or miss...

See how Upshift helps educational 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 facilities including:



Upshift partners with the country's leading educational 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 educational facility
employers.

349,968 hours worked

Total number of hours worked by
Upshifters in educational facilities.

79 educational facilities

The number of educational facilities
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 educational facilities. (84%
of shifts were worked by someone who
had already worked at that business
before).

”

I am impressed with the product we are receiving and I am finding this to be the experience I had hoped for years ago.

George Bosley | Senior Director of Dining Services at CSU





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

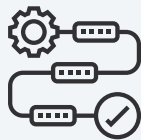
What's our secret?



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 9](#)



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 10](#)



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 11](#)





Education



Florida International University

University of Houston

Cleveland State University

Denison University

...and more!



Individual Case Studies – Chartwells – Florida International University



UPSHIFT

in partnership with

chartwells
where hungry minds gather



Florida International University

★★★★★ 5/5

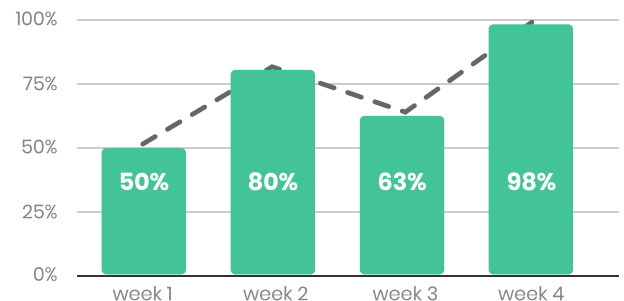
Average review given by Compass Group managers to Upshifters – our workers.

3,552 hours worked

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

98% return rate*

*Return rate achieved after 4 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:



Food Service workers



Banquet Servers



Bartenders



Cooks

“Upshift has been a very reliable staffing provider [...] that could support Chartwell’s vision of foodservice.”

Upshift has been a very reliable temp agency at the time I was in need of a staffing agency that could support Chartwell’s vision of foodservice. Dress code, punctuality and employees are able to adapt to any given situation.

**Edmond McClendon | Senior Director of Dining Services,
Florida International University**



Individual Case Studies – Chartwells – Denison University



in partnership with



Denison University

★★★★★ 5/5

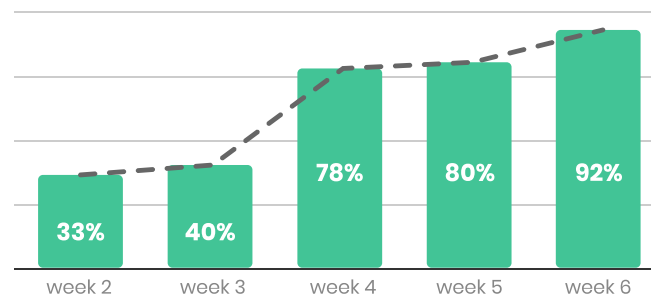
Average review given by Compass Group managers to Upshifters – our workers.

3,320 hours worked

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

92% return rate*

*Return rate achieved after 6 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



Bartenders



Cashiers



Dishwashers

”

What are some of your favorite things about partnering with Upshift?

Flexibility and accessibility to quickly post and fill shifts. Having a profile of the possible candidates and our past support.

Justin Durand | Director of Operations, Denison University



Individual Case Studies – Aramark – Cleveland State University



in partnership with



Cleveland State University

★★★★★ **5/5**

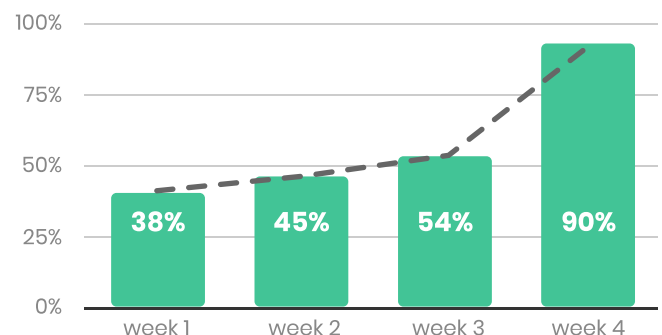
Average review given by Aramark managers to Upshifters – our workers.

2,392 hours worked

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

90% return rate*

*Return rate achieved after 4 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 Bartenders Banquet Servers Cashiers Dishwashers

“ I am impressed with the product we are receiving and I am finding this to be the experience I had hoped for years ago.

“So far I am impressed with the product we are receiving and am finding this to be the agency labor experience I had hoped for years ago when I was assisting Steve to get Upshift Aramark approved. Thank you for everything!!!”

George Bosley | Senior Director of Dining Services at CSU



Individual Case Studies – Aramark – University of Cincinnati



in partnership with



University of Cincinnati

★★★★★ 5/5

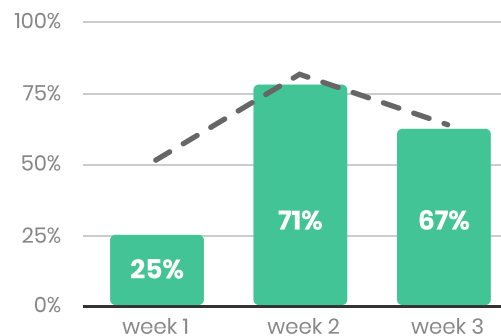
Average review given by Aramark managers to Upshifters – our workers.

736 hours worked

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

67% return rate*

*Return rate achieved after 3 weeks of service. Return Rate of 100% means that 100% of shifts were worked by Upshifters who had already worked at that business before.



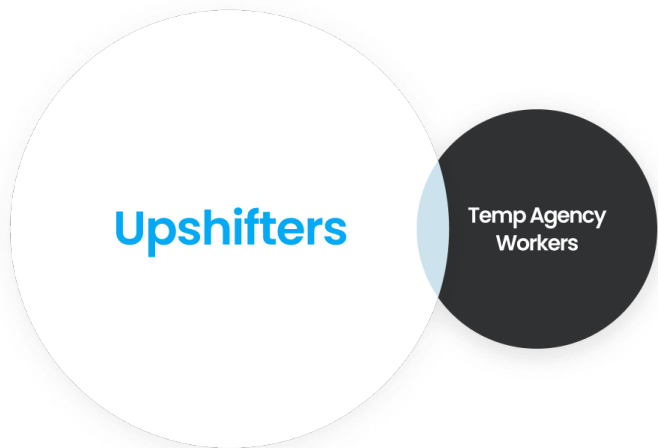
Positions filled: Cooks Food Service Associates

The University of Cincinnati decided to work with Upshift because they weren't getting the student, internal, or temporary labor that they needed to fill their shifts, mainly for kitchen positions. Upshift stepped in to manage, and attracted a large candidate pool offering higher quality workers that already had relevant experience.



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.

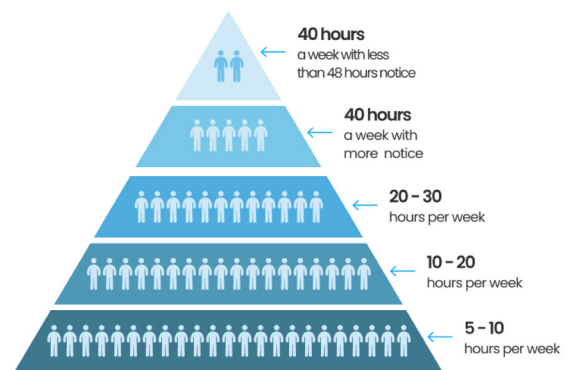


The temporary staffing agency model is broken. Staffing agencies only target people who are ready to work full time on short notice – **a very narrow segment of the total potential labor pool.**



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



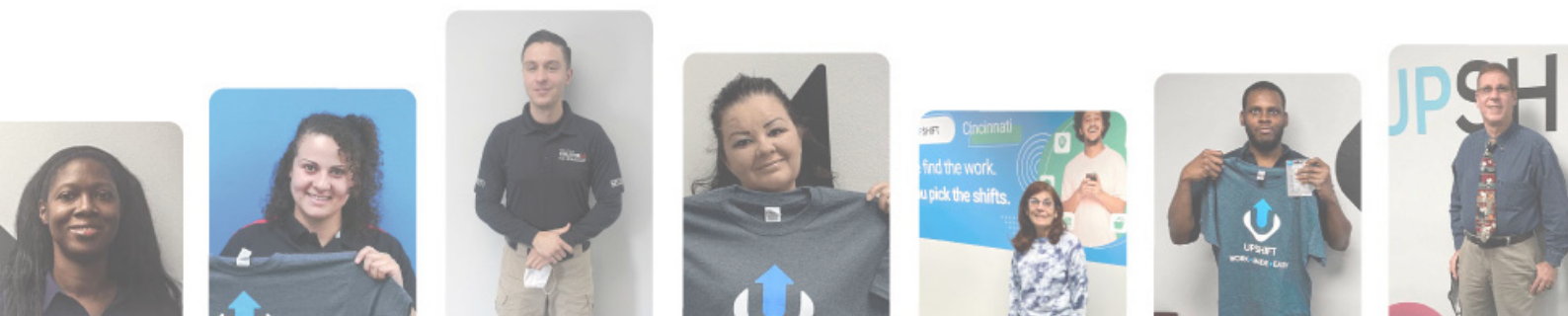
Thanks to our 3-strike disciplinary policy and a review system, our workers feel accountable to perform at their best.

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



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What are some of your favorite things about partnering with Upshift?

Flexibility and accessibility to quickly post and fill shifts. Having a profile of the possible candidates and our past support.

Justin Durand | Director of Operations Denison University

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.

Our results speak for themselves

★★★★★ **4.8/5** rating

Average review given to Upshifters – our workers – by educational facility employers

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