



# Case Study

## Delivering High-Quality Candidates

*Spherion helps airline leader reduce hiring time by improving candidate quality*

### Results at a Glance

#### Problem:

- Client needed to hire 1,800 flight attendants
- An updated interview process was required, because the client had not hired flight attendants in five years

#### Solution:

- Dedicated teams of recruiters in specific U.S. markets
- Automated prescreening tool that screened candidates based on key qualifying questions & behavioral attributes
- Prescreened candidates taken through the interview process; those who met the qualifying criteria moved on to a second client interview with the client

#### Results:

- Screened out more than 60% of the 15,000 initial applicants via prescreening tools
- Reduced the number of client interviews, allowing the client to save travel costs & time
- Produced a 90% satisfaction rate with the interviewing process

### Client Profile

Operating more than 3,700 flights a day, this client flies passengers to more than 210 U.S. domestic and international destinations. With global air rights in the Asia Pacific region, Europe and Latin America, they are one of the largest international carriers based in the U.S.

### Business Problem

The client had recently emerged from bankruptcy, and was adding additional domestic and international flights to their schedule. They needed to hire 1,800 flight attendants in one calendar year to cover their new flight schedule. Since the client had not hired a flight attendant in five years, they needed to create a new interview process to address their current business needs.

### The Spherion Solution

Spherion® developed a targeted recruitment process outsourcing (RPO) solution, including the placement of a dedicated team of recruiters in specific U.S. markets to recruit and hire qualified candidates. In addition, Spherion also created an automated prescreening tool that screened candidates based on key qualifying questions and behavioral attributes.

Prescreened candidates were taken through the interview process, and those who met the qualifying criteria moved on to a second interview with the client. Spherion provided automated reports on a daily and weekly basis to track candidate flow as well as EEO and referral sources.

### Value Delivered

Spherion's solution ensured that the client only interviewed candidates who met their predefined standards. This initial screening process and candidate interviews screened out more than 60% of the 15,000 initial applicants. It also significantly reduced the number of client interviews from the previous process, allowing the client to save travel costs and time. Furthermore, candidates reported a 90% satisfaction rate with the interviewing process.

*For more information about Spherion, visit us at [www.spherion.com](http://www.spherion.com).*