



Select Customer Case Studies



# 60-Location Restaurant Group Cuts Interview Time by 60% with HigherMe

**Quality Hospitality Partners (QHP)** operates 60 Applebee's Grill + Bar (casual dining) locations across the Southeast. Before HigherMe, their managers were buried in paper résumés, juggling separate tools for job posts, screening, and scheduling—often spending 3 hours a day to move one hire forward.

## The problem?

- Job boards like Indeed and Snagajob created duplicate workflows
- Application drop-off was high due to clunky external platforms
- Scheduling interviews took hours of manual coordination

By using built-in applicant tracking, automated text reminders, and our mobile-first application process, they reduced friction for both candidates and managers.

## The results:

- 150% increase in total applications
- 73% improvement in completion rate
- Interview scheduling time dropped from 3 hours to under 1 hour

**With HigherMe's all-in-one recruiting solution, QHP simplified everything.**



***With HigherMe, Quality Hospitality Partners completely transformed their hiring. By eliminating manual tasks and unifying the process in one connected platform, QHP empowered their managers to hire faster, keep candidates engaged, and get back to running the restaurant. It's proof that the right tools don't just save time. They drive better outcomes across the board.***

# Domino's Franchise Reduces Time-to-Hire to Just 72 Hours with HigherMe

Heath Martin is the Director of Operations for a well-known pizza franchise group of 36 Domino's locations, overseeing more than 500 employees across multiple markets. Like many in food service, his teams are constantly hiring. But before HigherMe, speed was a major problem.

With high turnover and tight staffing, even a small hiring delay could impact store operations. That's why Martin turned to HigherMe's mobile-first, hourly-focused tools to accelerate and simplify the process.

***For Domino's, every day that a role stays unfilled is lost revenue.***

***HigherMe helped change that by making the entire process, from first click to first shift, faster and more predictable.***

## The Results? Faster hires. Less friction. Fewer lost applicants.

- Leveraging the Text-To-Apply functionality, Martin's franchise can now hire a new employee in just 72 hours.
- After an application comes in, Martin and his team can review it within 15 minutes.
- Once contact is made, they'll often schedule an interview for the very next day.



**“Then we can get them on board and hopefully ready to go within 48 hours”**

**Heath Martin**  
Director of Operations



# Chick-fil-A Lenexa Hires 100 Employees in 4 Weeks with HigherMe

When Chick-fil-A Lenexa needed to ramp up hiring fast, HR Director Traci Ketter turned to HigherMe. As one of 12 pilot locations across the U.S. and Canada, Lenexa faced a challenge: hiring a large team in a short time frame without overwhelming their internal processes.

## The result?

Over **400 applicants** screened and **100 hires onboarded** in just **4 weeks**.

HigherMe didn't just deliver volume. It delivered compatibility and forward momentum. For Ketter and her leadership team, tech alignment was a key factor in the decision-making process.

## Success Snapshot:

- **400+ applicants sourced**
- **100 hires completed in under 30 days**
- Seamless compatibility with HR and payroll systems
- Confidence in future growth with a system that evolves

**“The thing that surprised me the most is how robust the system is, and how well all the additions that are being continually added fit my needs as a business. I’ve never seen a hiring system that is this robust.”**

**Traci Ketter**  
HR Director, Chick-fil-A Lenexa



***“One of the primary decision-making factors that the owners were looking for was a system that is compatible with our HR payroll systems. Among those, HigherMe seemed to have the most forward-thinking system, where they were constantly looking for upgrades and ways to improve the system. That was really exciting.”***