

# Case study:

## Restaurant Chain, Food Service, Franchise



Number of employees: 350 employees

Roles hiring for: Cashier, Cook, Delivery, Manager

**75%** Survey Completion      **8.87** Employee Rating

### The Problem

COVID-19 has made communication within a company vital. This fact applies both to employees and HR staff. A company relies on employees honestly conveying health updates in order to keep other workers safe and to reduce spread. Human Resources must also communicate any important updates to all employees as quickly as possible to build trust and retain talent.

Our client operates 24 locations of a Fortune 500 restaurant chain and wanted to tackle these exact issues. As a huge employer of many restaurants, it was essential that they find a way to streamline their communication about health concerns and other workplace issues.

### XOR's Solution

In order to ensure that employees were reporting health updates, XOR implemented an automated Human Resources communication system. This not only was used to inform employees of the current situation within the company but also had an SMS based survey that provided health data to their employer. This would allow for both parties to have a lifeline in terms of staying informed during the pandemic.



## Our Company's Results

Of our client's many employees, 75% have taken the SMS survey. This data allows for the company to have a database of live data relating to which employees have symptoms of COVID-19, and if they have had a confirmed case. They are able to see how and if the disease is spreading through their employees, and then make educated decisions on how they can best protect their workers.

Employees gave the AI a high rating - 8.87 out of 10. It gives them a hub to get the information they need quickly and also shows that their company is doing what they can to protect its employees through information gathering.

## Why XOR?

Automation can be implemented in many ways for your company. Whether you need assistance with streamlining your hiring process, or if you are looking to improve communication with your employees, we can help. Our platform is customizable and integrates with many systems such as ATS's, HCM's, and work calendar systems to empower human resources teams to work more efficiently.

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