



SERVICE LEVEL AGREEMENT

YELLOW DOG Recruiting is a national recruitment company specializing in the placement of leaders within the restaurant, on-site foodservice and hospitality industries.

Recruiting Code of Ethics

It is expected that Recruiters and clients will ensure that opportunities, for and in connection with any employment, will be equal for all people irrespective of age, disability, gender, race, religion, sexual orientation or any other distinction, other than for the genuine requirements of an occupation. Recruitment and selection will always be based on genuine qualification criteria for the employment concerned. Selection criteria must be realistic, so as not to unreasonably exclude applicants who would otherwise satisfy the main requirements of a position.

YELLOW DOG Recruiting will continue to seek and utilize innovative strategies in an effort to aggressively identify top talent for the businesses we serve.

Vision: Our Pledge of Service

Provide exceptional service, coaching and guidance around the job posting in an effort to attract qualified talent and minimize compliance risks

Initiate strategy/planning meeting to discuss position requirements, timelines, selection process and roles/responsibilities throughout the process

Provide coaching around utilization of the appropriate selection tools to better evaluate candidates and required competencies so that the most qualified person is hired

Proactively source and engage diverse, high quality candidates through efficient, cost effective and innovative sourcing strategies

Identify qualified external candidates and provide interviewing services on top candidates, including discussion of a client company's value proposition

Continuous focus on process improvement and defect elimination

Values

YELLOW DOG Recruiting believes in, and practices professional ethics and integrity. Clients and candidates alike receive respectful and timely communication. Confidence and privacy is always respected.

Commitment

We develop relationships that make a positive difference by offering consistent communication and opportunities for the solicitation of feedback.

Quality

We are comprised of professional and experienced recruiters providing outstanding and unsurpassed service throughout the process of finding quality candidates.

Integrity

We uphold the highest standards of integrity in all of our actions. Recruitment campaigns are analyzed and validated regularly to determine return on investment.

Teamwork

We work together, across boundaries, to meet the needs of our clients and to help the company identify top talent.

Respect for People

We value people, encourage development and recognize team performance. We communicate available opportunities and manage the hiring process in an efficient manner.

A Will to Win

We exhibit a strong will to win in the marketplace by utilizing innovative recruitment initiatives and selling the client company's brand.

Personal Accountability

We are personally accountable for delivering on our commitments.

Expertise: YELLOW DOG Recruiting

Effective Communication

- Listens well
- Provides regular, high value communications
- Possesses and exercises core communication skills
- Sells the opportunity
- Manages candidate engagement

Builds and Leverages Relationships

- Seizes networking opportunities
- Works with many candidates at once
- Sets expectations for the hiring process
- Takes genuine interest in people
- Provides regular, high value communications
- Builds trust and confidence
- Actively engages others

Demonstrates Personal Excellence

- Believes in the value great recruiting brings
- Displays drive and motivation
- Follows through on commitments
- Utilizes available tools and information
- Commits to integrity and ethics of the profession

Drives Results

- Adjusts easily to change
- Delivers top quality candidates
- Displays assertiveness
- Remains dedicated to achieving the best results
- Uses technology
- Preserves and uses metrics to analyze performance

Develops Winning Strategies

- Leads productive strategy discussions

- Attracts and finds the right candidates
- Builds successful candidate profiles
- Uses the best sourcing strategies and techniques
- Utilizes market intelligence

Focuses on Client

- Responds in a timely and appropriate manner
- Is a staffing professional and expert
- Goes the extra step to please others
- Presents strengths and weaknesses of candidates
- Utilizes consulting skills to partner with the client

Builds Diverse Talent

- Develops strategic, proactive approach to reach a diverse candidate pool; leverages Inclusive Recruitment Strategies
- Shares identified high potential candidates
- Utilizes sourcing expertise and creativity

Recruitment Profile for Success

Recruitment Philosophy: Making Matches versus Filling Needs

- Recruitment, ideally, is the cultivation of relationships. Recruiters work to identify what makes an individual successful, and thus, engaged.
- Recruiters work to match individuals with businesses that will succeed because of that person.

YELLOW DOG Recruiting proactively partners with its clients to understand business drivers and talent agenda.

Additionally, the YELLOW DOG Recruiting team uses sourcing skills and marketplace knowledge to attract and hire top talent for the organizations we support.

Recruitment Process

YELLOW DOG Recruiting is easy to do business with. We maintain regular communication and we are always accessible. So, when it's time to find your next top dog, simply reach out to us. Just call, email or even text if that works for you!

Of course, we'll discuss the basic qualifications to understand your requirements. But, we'll also delve deeper to ensure we bring you the right candidate.

We work with you to understand your company's unique culture and work to devise a strategy to target your best fit candidate.

Once a recruitment campaign has been established, we source and identify candidates through an extensive relationship driven network of professionals in your industry, in addition to using state of the art recruitment channels.

You can expect regular updates of our progress so you are never left wondering what we're up to. You will only see a select few, qualified candidates, not an abundance of paper.

When candidates are identified, we conduct thorough **competency, situational and behavioral based interviews**. We focus upon key skills that indicate a likelihood of success.



If the individual meets our standards, YELLOW DOG Recruiting will present that person with our "**Paw of Approval**." This certifies a candidate, and assures our client of the individual's potential for success.

We will facilitate interviews between you and our candidate, and we will act as an intermediary throughout the process to ensure clear and accurate communication.

When you are ready to check references or to extend an offer, we'll be glad to assist in any way. YELLOW DOG Recruiting is always there when you need a helping hand.

Service Commitment

The following is a service commitment that details the response time, and clarifies expectations for the recruitment service that is provided.

Respond to client after an assignment has been established – within one business day

Recruiters utilize inclusive recruitment strategies to offer our clients a diverse mix of candidates so that they may hire the best person for the job

Talent Management/Relationship System – YELLOW DOG Recruiting maintains the consistency, integrity and confidentiality of data collected. Candidate communication is managed in a timely manner.

Presentation of candidates to client – only those candidates that meet the job qualifications will be presented to the client and will be done so in a timely manner.

Candidate feedback from client – YELLOW DOG Recruiting will contact the client if 72 hours have elapsed from the date the candidate was presented, if the feedback has not been received.

Scheduling of Interviews – YELLOW DOG Recruiting will schedule interviews on behalf of the client (as directed)

Position Filled – YELLOW DOG Recruiting shall endeavor to help you fill your leadership positions within four to six weeks.

Communication – YELLOW DOG Recruiting will conduct weekly meetings with our clients. We will maintain open communication lines and will ensure appropriate levels of support.

Insurance – Our candidates are guaranteed by our replacement warranty based upon individual client contract terms at no additional cost. The fees for our services are negotiated on a contract basis.

Scorecard – YELLOW DOG Recruiting measures Recruiter performance on a quarterly basis. Targets include measures for Productivity, Recruiter Efficiency Index, Client Satisfaction, Data Integrity, Diverse Slate, Time to Start and New Hire Turnover.

Productivity - A metric to understand the Recruiter's ability to close requisitions in the context of his/her overall workbench.

Recruiter Efficiency Index – A formula used to accurately measure the effectiveness of the Recruiter's recruitment activity and hiring process management (total expenses divided by total salaries of hires).

Client Satisfaction – YELLOW DOG Recruiting coordinates with clients each quarter to gather feedback on level of support provided by Recruiter on a particular requisition. Client feedback ensures performance improvement and assists achievement of goals.

Data Integrity – Measured through quarterly data audits to manage consistency and integrity of our systems.

Diverse Slate - Percentage of closed requisitions during the quarter that have 1 minority and/or 1 female candidate.

Time to Start – Time between the date the recruitment project commenced and the successful candidate's start date.

Benchmarking

YELLOW DOG Recruiting conducts industry and occupational research in an effort to provide clients with marketplace and competitor data. YELLOW DOG Recruiting participates in industry networking groups. Recruiters coordinate with clients to share findings. Clients may request additional information and YELLOW DOG Recruiting will endeavor to support the request.

YELLOW DOG Recruiting is continuously evaluating our competitive offerings.

yellowdogrecruiting.com

Yellowdogrecruiting.com is a valuable resource for candidates and clients alike. This tool is constantly being enhanced, and is quickly becoming a key reference point for industry news, interview tips and trend information.