

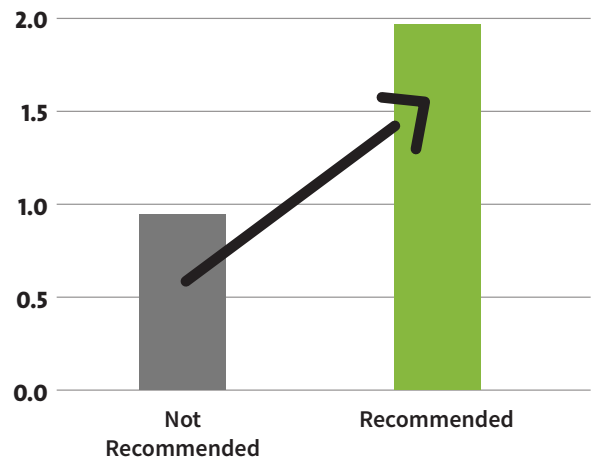
## \$1 Investment Yields \$23 Return

An Asia-Pacific hotel and casino partnered with Talent Plus® to explore the tie between talent and performance for security officers' recommendation rate using the Front of House Talent Online® Assessment (TOA<sup>SM</sup>).



Forty-nine security officers were interviewed over an 11-month period. Performance data was collected relating to their job performance rating, staff retention rate and the number of recognitions received.

### 2.1x HIGHER PERFORMANCE RATING\*



#### CONCEPT:

Talent and Job Performance Linked to Retention and Investment ROI

#### ASSESSMENT:

Front of House TOA

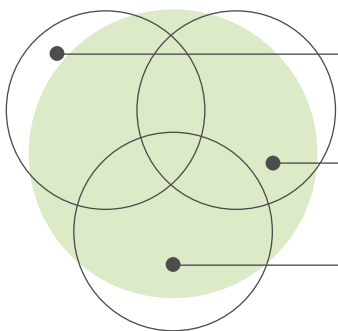
#### INDUSTRY:

Hospitality

#### COMPANY:

Hotel and Casino

## RECOMMENDED SECURITY OFFICERS OUTPERFORMED THE NOT RECOMMENDED GROUP IN:



EVERY \$1 INVESTED WITH TALENT PLUS YIELDS A \$23 RETURN\*

RETENTION  
53.8% VS. 21.7%

NUMBER OF RECOGNITIONS  
2 MORE PER OFFICER

**\$145,000**

ANNUAL BENEFIT TO THE HOTEL AND CASINO

**\$6,276**

ANNUAL INVESTMENT BY HOTEL AND CASINO