

RECRUITMENT PROCESS AUTOMATION CASE STUDY



How Uniqlo saved **\$40,000** Last Year

About The Company

Uniqlo is the world's third-largest manufacturer and retailer of private-label apparel. The company generates USD\$22 billion in annual sales from approximately 2,200 stores in 22 countries, with 50,000 employees.

The Challenges

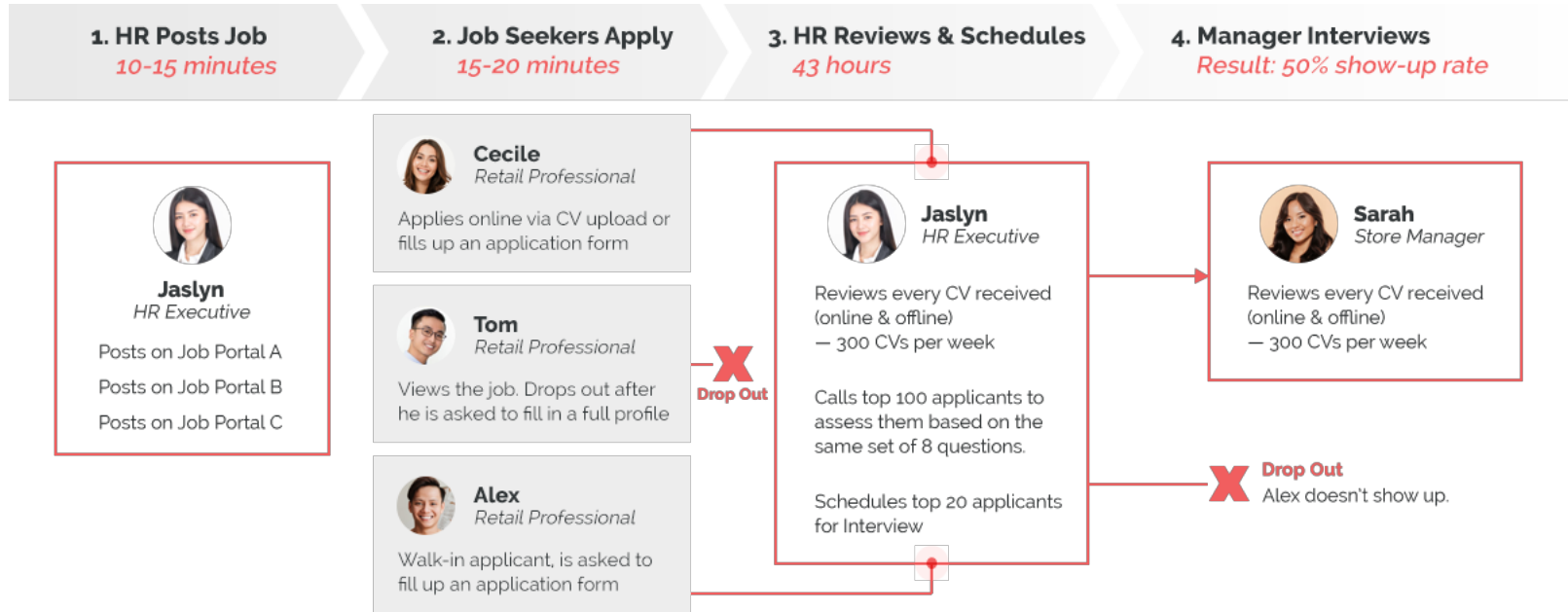
Uniqlo operates 28 stores in Singapore and employs over 5,000 employees. With the opening of new stores and a retail staff turnover rate of 30%, Uniqlo Singapore has constant need to hire full-time and part-time staff.

Faced with large volume of hires to make, the lean 3-member recruitment team at Uniqlo was faced with the following challenges:

1. Time consuming and repetitive recruitment process with over 40 hours spent each week sourcing and screening applicants
2. High interview no-show rate of 50%

Before GrabJobs, the HR Team at Uniqlo:

- 🕒 spent over 40 hours per week on manual & repetitive recruitment tasks
- 😞 faced a 50% interview no-show rate



GrabJobs Hiring Solution implemented for Uniqlo Singapore

Applicant Sourcing

1. With our multichannel job posting function, Uniqlo's jobs are reposted automatically on over 20 other job sites.
2. With our Career Page widget, the jobs are also automatically posted on Uniqlo's official Career Website
3. Posters and flyers with GrabJobs QR code are available in every Uniqlo store for walk-in applicants to apply
4. Social Media campaigns are run to attract candidates for Recruitment Days Applicants coming from sources above are all centralized on GrabJobs dashboard and must answer an Interview Chatbot to complete their application.

Screening

Our Interview Chatbot was customized to automatically screen applicants over chat according to Uniqlo requirements. As part of the screening, applicants are asked which preferred store they want to work in. The bot scores all applicants and automatically shortlists those that match requirements, and rejects those that don't.

Interview Scheduling & Reminders

Shortlisted applicants are automatically sent Interview Invitations to meet the Store Manager at their indicated preferred store. Candidates receive automated reminders 24H and 3H before the interview to reconfirm their attendance or reschedule/cancel.

GrabJobs helps Uniqlo HR team increase efficiency **100x** with Recruitment Automation

1. HR Posts Job

3 minutes



Jaslyn
HR Executive


Posts once on GrabJobs



Job is automatically distributed to 20+ partner jobsites.


2. Job Seekers Apply via GrabJobs Interview Chatbot

30 sec - 2 minutes




Cecile
Retail Professional

Applies online via Interview Bot, doesn't need a CV!




Tom
Retail Professional

Applies online via Interview Bot, doesn't need a CV!




Alex
Retail Professional

Walk-in applicant, scans QR Code straight to Interview Bot!



3. HR Reviews & Schedules

Instant




GrabJobs Interview Chatbot

1. Screen, scores and ranks all applicants
2. Automatically schedules Top 30 Applicants for Interview at their preferred location
3. Sends automatic interview reminders via chat, sms and email

4. Manager Interviews

Result: 83% show-up rate



Sarah
Store Manager

Interviews 25 applicants that show up that week

Results over 12 Months Period

1st March 2019 — 29th February 2020

	APPLICANTS	SHORTLISTED & INVITED FOR INTERVIEW	INTERVIEW SHOW-UP RATE	REJECTED AUTOMATICALLY	MAN DAYS SPENT
Without GrabJobs	10,000	3,000	50%	0	219
With GrabJobs	10,000	3,850	83%	4,593	0

219

Man Days Saved

\$39,000

Saved

1,000+

Hires



I can personally vouch for the effectiveness of GrabJobs. The platform has enabled my store recruitment team to track numbers, filter candidates and improve hiring efficiency at the store level.

James Lee, Talent Acquisition Regional Manager - Uniqlo

Uniqlo's Top Features Awards

Post Jobs on 20+ Job Boards in 1 Click

Post jobs on multiple job sites in a breeze.
Manage all your postings from a single place.

- ✓ Widen the reach of your job advertisements
- ✓ Manage all your job posts from a single platform
- ✓ Focus on your talent acquisition strategy rather than job posting!



24/7 Interview Chatbots

GrabJobs Interview Chatbots conducts your initial online screening round.

- ✓ Interview candidates as they apply
- ✓ Never takes breaks - engage with applicants 24/7
- ✓ Never gets tired - asks all your repetitive questions



Automated Interview Scheduler

Make your life easier with GrabJobs built-in interview scheduling platform.

- ✓ Get interviews scheduled on your calendar automatically
- ✓ Receive live notifications of interview confirmations
- ✓ Get reminders about your upcoming interviews



Customize your ATS Hiring Stages

Build your own talent pipeline to match your recruitment process across multiple stages.

- ✓ Track your candidate's entire journey across hiring stages
- ✓ Personalize your recruitment process by adding, editing or deleting stages
- ✓ Automate the way applicants move through your hiring stages





Keep in touch.



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VISIT OUR WEBSITE

<https://grabjobs.co/recruitment-platform/>