

Case Study

Client Profile

Chuck E. Cheese's is headquartered in Irving, Texas, employs over 18,500 people and consists of over 500 family entertainment centers in 48 states and 6 countries.

Challenge

As the result of an internal restructuring, Chuck E. Cheese's and TALX prosperous partnership was put on hiatus in favor of a competitor. After a short time with the new vendor, Chuck E. Cheese's recognized that the service offering was much different than TALX. Verifications were often delayed or inaccurate, leading to repeated requests and deteriorated peace of mind.

Solution

The level of service with the new vendor did not match what Chuck E. Cheese's experienced with TALX and conversations on how to recover that high level of service took place. After conducting random internal surveys, results came back with overwhelming favor for TALX.

Results

Since returning to TALX, they are again experiencing great customer service. Employees were informed of the switch and expressed their appreciation and comfort that their employer ultimately has their best interest in mind.

Chuck E. Cheese's

Client

Chuck E. Cheese's was founded by Nolan Bushnell (founder of Atari & Pong) and opened its first family entertainment center in San Jose, California about April 1977. The concept for Chuck E. Cheese's evolved from Mr. Bushnell's belief that there were not enough places where young people could go to play video games with a family atmosphere.

In 1984 the parent company to Chuck E. Cheese's, Pizza Time Theatre, Inc. was purchased by their direct competitor ShowBiz Pizza Place, Inc. A few years later it was decided to change the target audience to focus specifically on families with young kids. Both the Chuck E. Cheese's and ShowBiz names continued to be used until 1992, when Chuck E. Cheese's Pizza became the name for all of the restaurants. In 1998 ShowBiz Pizza Time, Inc. changed its name to CEC Entertainment, Inc.

Chuck E. Cheese's consists of over 500 family entertainment centers in 48 states and 6 countries and employs over 18,500 people. CEC Entertainment, Inc. is headquartered in Irving, Texas, and trades on the New York Stock Exchange using the ticker symbol CEC.

Challenge

Chuck E. Cheese's recognized the need to increase the efficiency and speed of processing employment and income verifications for employees. Originally, the entire operation was done by processing paperwork and searching multiple databases to locate the income and employment information. Chuck E. Cheese's then began a fulfilling partnership with TALX, which provided fast, accurate income and employment information when employees needed it. With the cumbersome verification process now automated, accurate, and expeditious, Human Resource representatives within Chuck E. Cheese's could focus on core competencies, while having the peace of mind that they were satisfying the needs of their employees.

As the result of an internal restructuring at Chuck E. Cheese's, the prosperous partnership between Chuck E. Cheese's and TALX was put on hiatus in favor of a competitor. During this time with the new employment and income vendor, Chuck E. Cheese's continued to feed some database information to TALX.

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Challenge continued...

After a short time with the new vendor, Chuck E. Cheese's recognized that the service offering was much different than that of TALX. Verification reports were no longer provided as they had been with TALX, but now had to be requested, often multiple times. Once the vendor provided a report, it was absent of details verifying whether or not the new procedure was working or if the verifications were actually being processed.

Human Resources representatives received employee complaints indicating the verifications they needed were often delayed or inaccurate, leading to repeated requests and sacrificed personal time. Peace of mind regarding the process quickly deteriorated within the organization, specifically within the Chuck E. Cheese's Human Resources department.

Solution

It became clear while working with the new vendor that the level of service being provided to the employees of Chuck E. Cheese's had suffered since departing from TALX. Conversations on how to recover that high level of service started taking place. Chuck E. Cheese's also administered random surveys to a small number of employees who had a verification both with the new vendor and with TALX. They were asked which process was more efficient and expeditious. The results came back with overwhelming favor for TALX. During this time of investigation, Chuck E. Cheese's also uncovered that many verifiers continued using TALX to complete the employees' verifications. Because Chuck E. Cheese's proudly maintains the upmost standards of offering their employees the highest of service quality, they decided to return to TALX.

Results

Since returning to TALX, the service quality available to Chuck E. Cheese's employees was restored, reducing employee complaints. Employees were informed of the switch back to TALX and expressed their appreciation and comfort that their employer ultimately has their best interest in mind and the desire to uphold superior service quality.

Additionally, the point-person in Human Resources saw the time spent processing income and employment verifications cut in half, largely because employee complaints, paperwork, and calls to the vendor were either reduced or eliminated, leaving more time to concentrate on internal core competencies.

To learn more about how TALX can help your organization, contact us at **1-800-888-8277** or **moreinfo@talx.com**.