



Software that Solves  
Staff Selection

## Turnover Performance at Beaumont Tiles

Beaumont Tiles is a National Company operating in the Queensland, New South Wales, ACT, Victoria and South Australia. With over 90 outlets and a mix of Franchise and Company owned outlets, plus 4 major distribution centres. We have over 400 company employees and also support our Franchise owners and their employees.

Being predominately retail, warehouse and administration, we currently have a rolling annual average staff turnover of below 3% which we are very proud of. What can we put this down to??

There are several factors that we believe contribute to this:

- Being clear on the skills we need to attract or develop to be successful for the position.
- Targeted Recruitment for the position, ensuring they have the right skills, have the aptitude for the role and they fit the culture of the business.
- Providing a robust induction and orientation program so they understand the job and the where they fit in. As well as ongoing development and feedback opportunities.
- Providing benefits and flexibility to allow a good life balance and job security / stability.
- Finally, paying a fair salary / wage.

There are many more little things we do. but the most critical area I believe to focus on is to appoint the right person to the position. We use a web-based tool "Expr3ss!" ([www.expr3ss.com](http://www.expr3ss.com)) and this has been an invaluable tool in very efficiently identifying the "Can Do", "Will do" and the "Fit" to the business. It has allowed us to very quickly filter the high priority candidates and it has trained us not to spend countless hours reading Resumes.

The trap of reading Resumes to determine your short list, is that the candidate only tells you what they want you to know and not what you need to know.

I would like to conclude by saying there is no "One" fool proof tool or technique in getting the right person, however the screening process before you get to the work history (resume), spending valuable time on interviews and reference checks makes the likelihood of finding the right person a hell of a lot easier, then retaining the right people from there is made so much easier too.

Chris van der Wijngaart National HR Advisor, Beaumont Tiles