

# What You Don't Know... Can Hurt You.

**The most risky and difficult procedure your company performs is hiring an employee.**

**No matter how much you check resumes, references, educational transcripts, police/court records, and other data, you could still wind up making a big mistake.**

**You're not alone.**

**Studies show that one out of every four job applicants falsify the job application in some way.**

**Turnover is expensive! Shrinkage is expensive! Absenteeism is expensive! The old saying, "quick to hire - quick to fire" happens too often. TeleScreen's automated interviewing process will not slow down your hiring process. Interview results are available immediately following the completion of each interview.**

**Are you tired of hiring someone and spending valuable time and resources to train the individual, only to have them terminate within 30 days?**

**TeleScreen can assist you in reducing turnover and shrinkage and put the savings where it belongs, on your company's bottom line.**

**Enhance your selection process to help ensure an applicant meets your criteria by pre-screening your applicants.**

"We have 4 Denny's locations that use TeleScreen's services. We have noticed that it has been a great tool for pre-screening. The managers now have more time because TeleScreen actually identifies many of the applicants that do not meet the criteria. We only sit down and interview applicants that have passed the TeleScreen. We have noticed that it has helped some on the quality of employees we have hired. It has raised the bar by disqualifying some applicants that might have been hired otherwise.

We like TeleScreen because it enables you to watch how the applicant follows directions by taking the card and doing what it says and answering the questions and then following back up with the store to see if they qualify. It tells us about the potential employee's patience, ability to follow directions, attitude and ability to stay focused on a task. We would recommend this process to other companies because it is a great tool for hiring employees, saving time in the process and raising the bar with your staff."

**Michael Mitchell, Owner  
Mitchell Family Properties, Springdale, AR  
4 Denny's**

"It is company policy to use Telescreen as our first step in the selection process. Based upon the results, we decide if we move forward with the application. It has made our managers think more about who they are hiring. We have better quality employees and less problems with employees. We use it as a filter. We also do drug testing and we are about to start doing background checks. Telescreen is a substantial part of our selection process."

**Kevin Coveney, Owner  
Retro Concepts, LLC  
2 Denny's**

## Easy On Your Interviewees. Easy On You.

Putting the TeleScreen™ program to work for your company requires very little from you. There is no special training. Nothing except access to the internet or a touch-tone phone and a quiet place to take the interview. The internet and telephone have proven themselves to be comfortable “user-friendly” instruments to administer interviews.

TeleScreen™ is also very cost effective. Depending on your number of locations, you may pay only \$1 per interview or a fixed monthly fee for unlimited usage for all locations.

“TeleScreen does a good job for us. It weeds out people we do not want in our restaurants. TeleScreen is a pre-screening tool that asks questions that our managers don't. It helps us to ask the tough questions. TeleScreen is definitely a plus for us.”

**Joey Terrell, Owner**  
Alpha Signature Corporation, Mokena, IL  
2 Denny's

“TeleScreen has worked very well for me. It saves me time and I see better employees in my restaurant. My employees are staying longer, and I have less problems with employees.”

**Raphael Ehilen, Owner**  
A.R.E., Inc., Washington, DC - 1 Denny's

“TeleScreen has enabled us to reduce turnover by 35.65% (192% to 123%) in just one year. It helps our managers to eliminate candidates without spending time in a non-productive interview. Their process helps us to access only those candidates abilities that meet our minimum standards. We look forward to many years with TeleScreen.”

**Guy Kirk, Director of Human Resources**  
Jack's Family Restaurants, Birmingham, AL  
109 Jack's

## Enter TeleScreen: The Information Generation

TeleScreen™ is an exciting concept in automated interviewing. TeleScreen automated interviews (manager & hourly) are available 24/7 via the internet or a touch-tone phone.

TeleScreen™ will assist in identifying individuals who have the hospitality traits you are looking for.

Reduce hiring liabilities by identifying applicants you do not want in your restaurant(s)/location.

Hiring managers save time by only talking to applicants who meet your minimum criteria.

Do not accept high turnover as “just part of the cost of doing business.”

“TeleScreen has truly helped us in reducing turnover by ensuring that we hire quality applicants in the first place, and also ensuring we do not rehire problem employees. We have integrated our re-hires into the TeleScreen system, so as to prevent these employees from mistakenly being hired at other units. Also, the TeleScreen initial interview is excellent at reducing the time our managers spend on interviewing applicants, as it ensures that these applicants have to pass an initial interview before even reaching our managers.

The best feature of TeleScreen has been the pliability of the system to meet our needs. Both Greg and Ricky (programmer) are always available and eager to help us modify the system to meet our specific needs. The system has been an asset to our organization and is reasonably priced. I truly recommend it for all operators, as it ensures that we hire quality applicants. I'd be happy to provide any interested party with more information on our experience with TeleScreen as well.”

**Ritu Marwah Portugal, Esq., Vice President**  
Denco Enterprises, Inc., Whittier, CA  
41 Subways, Popeyes, Denny's

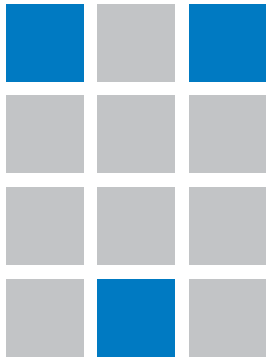
“TeleScreen helps us identify applicants that are qualified and also identifies applicants who are not qualified. This saves our managers a lot of time and gives us better and more qualified employees. Our managers no longer waste a half-hour talking with an applicant who isn't qualified. Everything is going well and we have been pleased with TeleScreen's service.”

**Bob Dunnican, Owner**  
New Horizon Restaurants, Jacksonville, AR  
3 Denny's

# It Pays To Be Selective

TeleScreen™ is designed to provide employers with as much insight and information as possible in assessing job applicants, as well as maintaining a highly reliable information program with present and departing employees.

Every restaurant company wants to improve the guest experience. A quality guest experience begins with hiring the right people. In today's economy, hiring the right people and retaining them is more important than ever. Take advantage of TeleScreen's selection technology and see the difference in retention of staff.



## BENEFITS

- Improved Guest Experience
- Better Quality Employees
- Reduce Turnover
- Consistency/Continuity
- Reduce Cost to Hire

“For the past fourteen years it has been our privilege to work with TeleScreen in enhancing our selection process. Without question, their company, staff and procedures have become an integral part of our employment process with greatly improved results as the end product. We look forward to the future together.”

**Robert W. Crumley**  
Senior Vice President of Personnel  
Boddie-Noell Enterprises (Texas Steak Houses,  
340+Hardees, Carolina Cafe, Mo's)  
Rocky Mount, NC

“We have now used the system for over four years, and have screened in excess of 6200 applicants for our nine Denny's restaurants in the San Diego area. Over two-thirds of the applicants have passed the test, and we are very satisfied with the benefit we have received.

The system is easy to use, even by our large bi-lingual applicant base, and has provided our managers with a very helpful first step in the screening and hiring process. It has eliminated problem behavior and provided a good basis for the second step of the interview process by giving the managers some questionable responses that can be used in the face to face interview. The reports are timely and accurate and easy to read and understand.

I highly recommend the system and your services and would be happy to talk to anyone about the benefits of using TeleScreen.”

**Richard Quattropane, Accounting Manager**  
Denfrain Systems, Inc., San Diego, CA  
10 Denny's, El Pollo Loco

“TeleScreen has worked very well in my restaurants. I have reduced my turnover. It saves my managers a lot of time and we have better employees. TeleScreen is a big help to my company and my managers.”

**Pradeep Massand, Owner**  
Maple Dining, Inc, Bordentown, NJ  
2 Denny's

“The TeleScreen surveys provide a practical and expedient method of assessing applicants. The surveys are both intuitive and analytical at gauging an applicant's suitability for employment with our company. We have utilized this strategy as part of our pre-employment assessment for many years. The TeleScreen organization is professional, flexible and sensitive to the needs of its clients.”

**Richard Mellor, Divisional Vice President**  
Loss Prevention, Helzberg Diamonds,  
North Kansas City, MO  
“One of America's Largest Retail Jewelers”

# The Information Generation of Pre-Screening Job Applicants



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For more Information, call Toll-Free:  
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or visit our website  
**[www.tele-screen.com](http://www.tele-screen.com)**

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