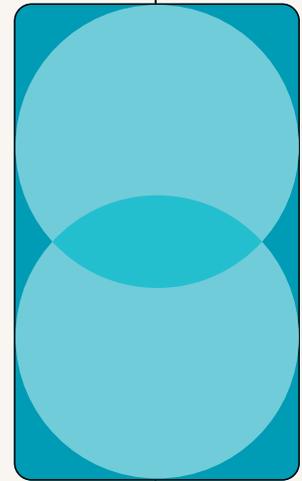


AI Strategies to Improve Quality—and Speed—in Hospitality Hiring



Large hospitality employers using out-of-date screening solutions are struggling with slow background check turnaround times. Learn how AI can become a competitive advantage to help you evaluate top talent faster and keep more of your top-choice candidates engaged in your recruitment process.

Building a high-quality team is essential for hospitality employers aiming to deliver positive customer experiences. Hiring the right candidates can help you build a team that performs at the highest level, mitigate business risk, and stand out from your competitors.

Background checks are often critical for hospitality employers when making informed hiring decisions—but inefficient processes may be slowing you down. Checkr’s [Every Check Counts](#) survey found that nearly a third of large hospitality employers (32%) aren’t confident in their background check efficiency. This presents a significant challenge, as most respondents (70%) agree that an efficient background check process can effectively decrease the time it takes to turn a new hire into a productive employee.

In this article, we’ll share how AI-enabled background checks can help you hire more efficiently so you can fill your roles with high-quality candidates, faster.

Quality of hire is a top priority for hospitality employers

Between peak seasonal staffing demands and high turnover, quickly identifying and hiring high-quality candidates is imperative for meeting your business goals. It's no surprise our survey found that elevating the quality of hire is the top priority for large hospitality employers.

Background checks provide valuable insights into a candidate's history and qualifications, so employers can make informed hiring decisions. Large hospitality employers say they run background checks primarily to improve the quality of hire, though complying with federal & state laws was a close second.

Our survey found that most large hospitality employers (71%) are confident that running background checks is a successful strategy for improving their quality of hire. Further, **70% believe that background checks can effectively decrease time-to-productivity, and 60% believe they help reduce turnover.** Investing in [hospitality background checks](#) is an investment in your team's success.

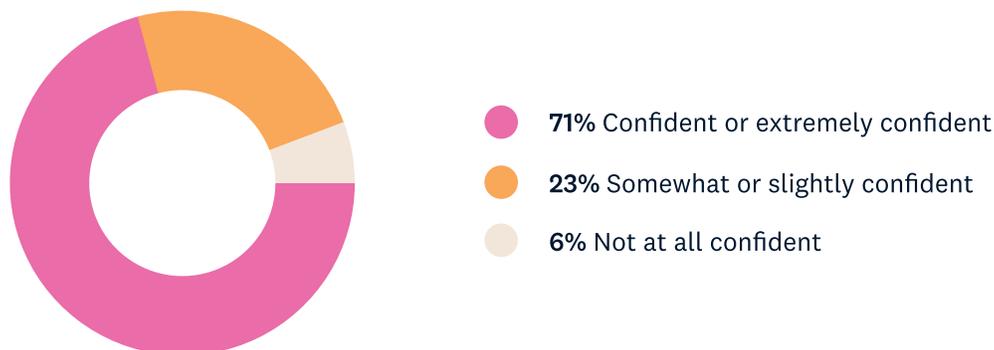
Large hospitality employers' top recruitment goals for 2024

- 1 Elevate quality of hire
- 2 Minimize employee turnover
- 3 Speed up the hiring process
- 4 Reduce cost-per-hire

Why do large hospitality organizations say they run background checks?

- 1 Improve the quality of hire
- 2 Comply with federal and state laws
- 3 Maintain a safe work environment, protect reputation, and mitigate risk

How confident are large hospitality employers that running background checks improves their quality of hire?



Background check turnaround times are the biggest pain point for hospitality employers

More than one in three survey respondents in the hospitality industry (35%) said their biggest pain point during the background check process was the time it takes to run a background check and get results. This is the most significant pain point by a noticeable margin and **more acutely felt in the hospitality industry** than in any other industry we surveyed, underscoring the importance of quick turnaround times for hospitality employers.

What do large hospitality employers say is their biggest background check pain point?



Surveyed hospitality employers also ranked candidate communication and [maintaining compliance](#) as the top background check areas in need of improvement.

The industry turnaround time for background checks is [3-5 days](#) when working with a screening vendor, and hospitality employers may simply feel there isn't room for improvement if their turnaround times are within this range.

But that's not the case: Providers who leverage modern technology can help you get background check results faster, alleviating some challenges for talent acquisition teams that need to hire quickly. For example, 89% of Checkr's criminal records searches are returned in under 24 hours.

How to choose a background check provider for hiring at scale

[Get the guide](#)

AI is underutilized for background checks in the hospitality industry

61% of companies using AI tools have [reported](#) improving their quality of hire, and 74% improved their time to fill (compared to 45% and 53% of those not using AI, respectively).

However, our survey found that only 58% of hospitality employers are more likely to choose a background check vendor that offers AI tools than those that don't offer AI tools. This is among the lowest interest of all industries surveyed.

Low adoption for AI-enabled background checks is a missed opportunity. AI can help you evaluate top talent faster so you have a better chance of hiring your top-choice candidates. This is particularly important for large hospitality employers that need to be able to [hire at scale](#) to address seasonal hiring peaks and high turnover.

For example, AI-powered background checks can help you improve:

Turnaround time

AI can automate aspects of adjudication that previously relied on slow, manual processes. For example, AI can normalize charge language and intelligently display only records you want reviewed (based on custom filters), leading to easy-to-read reports that accelerate decision-making. Advanced data technology also eliminates the need to manually contact institutions to complete screenings, automatically pulling data in a fraction of the time.

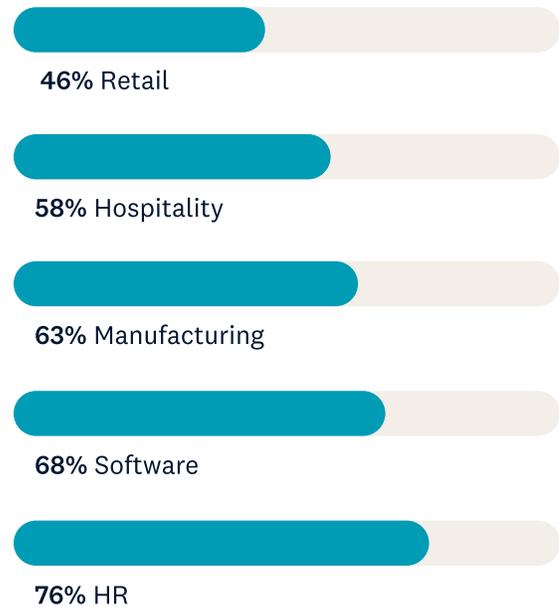
Candidate communication

Candidate portals and messaging surfaces enhanced with AI can speed communication with automated notifications, such as sharing report progress and ETAs with candidates. The best background check tech will also use AI to detect potential errors in information submitted by a candidate and automatically notify them of the need for corrections—reducing contact rates to your support team.

Compliance

Modern report technology can filter out any information that's not legally reportable so you can maintain compliance with federal, state, and local laws—even when hiring across multiple regions or jurisdictions.

What percentage of employers say they are more likely to choose a background check vendor that offers AI tools than one that does not?

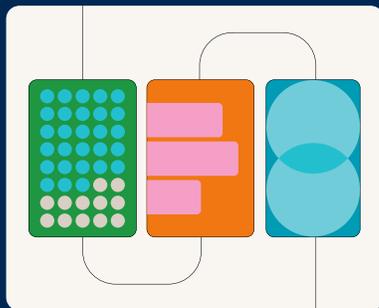


Don't settle for 'good enough' hospitality background checks

Speed is essential in hospitality industry recruiting. Slow background check turnaround times can lead to candidate churn and negatively impact your ability to hire high-quality candidates at scale.

Most surveyed hospitality employers (77%) believe improvements to the background check process would positively impact their talent acquisition ROI. Take the time to evaluate your current program and consider whether a new background check partner could better support your hiring goals.

Checkr leads the industry with some of the fastest background check turnaround times thanks to AI-powered data retrieval and report creation, and advanced adjudication tools that improve consistency and compliance. The end result is an outstanding candidate and customer support that helps you complete background screening tasks and efficiently move your top candidates through the hiring funnel.



GET MORE INSIGHTS

How Background Checks Unlock Improved Quality of Hire

Large organizations weigh in on the impact of background checks on their hiring programs.

[Learn more](#)

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