

# Outback steakhouse analysis essay



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One of the biggest challenges organizations today face is the overall hiring process. From recruiting the right people to retention of the right people, it takes time to develop a process that works for the organization. Outback Steakhouse has been able to break the code in not only the recruiting process, but weeding out the people that won't make it in their work environment. The paper explains their hiring process steps and what works for them the best. Discuss how the employee selection methods at Outback Steakhouse help the organization achieve a competitive advantage.

The Outback Steakhouse hiring process is very unique in that they broke the code on how to hire the right people for the right jobs. They have used the Long-term specialist method, which is defined as workers that are “hired to develop specific expertise and establish a lengthy career within an organization” (Stewart & Brown, 2009, p. 202). These ideals combined with their selection process makes it possible for the company to hire people that fit with their corporate culture. The new hires might not have all the necessary skills, but they do have the necessary drive to develop those needed skills.

The key to Outback Steakhouse success in their hiring process is their ability to choose people with drive to learn the skills and are the right fit with the other team members. Like many organizations they have been able to avoid trying to fit a square peg into a round shape. Discuss the importance of fit to Outback Steakhouse. It would seem that one of the most important things in the hiring process and what makes them very successful is the fit of the potential new hire with the current staff and the corporate culture.

The thought behind Outback's philosophy is that "if you start with the right people and provide a positive employee experience, turnover stays low" (Stewart & Brown, 2009, p. 233). That's the key, low turnover rates helps the company in many ways. The most obvious one is the fact that they are saving a good amount of money by not having to constantly look for new hire therefore minimizing their recruitment efforts. Secondly, disruption by lack of personnel is also minimized.

Evaluate Outback's selection process including the order of selection methods such that applicants first complete an application, then complete tests, and then participate in interviews. Outback Steakhouse utilizes a very unique hiring technique, one that is not the common norm in hiring practices with the majority of the companies. The most important thing to note is that they implemented this hiring practice in the early years of the inception of the company, not years down the road.

Therefore, they have been able to perfect the practice. According to Human Resource Management, page 233, the hiring steps are highlighted below.

- All job applicants for the hourly and management positions are given a realistic job preview. This preview will provide them with what the company offers as benefits and the responsibilities needed to work for Outback.
- They are given examples of the types of behavior that is expected from them through a document Outback calls, Dimension of Performance.

By that time a good portion of the candidates have dropped off the hiring process because of the high demand necessary to work for Outback.

- After the candidates have completed the previous process, they are given a job

application. The information from the candidates is then reviewed to see if they can perform the tasks necessary. •After the potential hires' application have been reviewed, they will have gone through a serious of tests to test their cognitive, personality and experiences. After the applicants who have pass the tests are interviewed using questions that will probe their experience and their orientation toward aspects of the Outback culture to include service mindedness, hospitality, teamwork, and ability to think on their feet. The steps mentioned above seemed simple enough, but it has been a compilation of years of experience of what works for the company. Evaluate whether or not these selection methods are valid. These selection methods are valid for this particular company.

The hiring process cannot be cookie cut for all organizations. It should be tailored to the needs of the company. Outback Steakhouse learned early that they needed to invest in a process to hire the right people for the right positions. The thought sounds simple, but the practice takes years to develop. In the end, it's up to the companies to figure out what recruitment/retention process works well for them. References Stewart, G. , & Brown, K. (2009). Human Resource Management: 2010 custom edition (1st Ed. ). Hoboken, NJ: John Wiley & Sons.