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★★★★★

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Case study: DoubleTree by Edinburgh Airport, Edinburgh UK

How DoubleTree built up a 100% repeat worker rate for Housekeepers to support them during flight delay surges

The background

As a hub for Edinburgh airport and surrounding attractions, this DoubleTree hotel needed a flexible and reliable source of top-quality hospitality workers.

“Indeed Flex allows us to cover 80% of our business with contracted staff but not have the fixed costs of having people tied into contracts in quieter months. We can ‘flex’ to business demands without having to source and recruit for seasonal roles.”

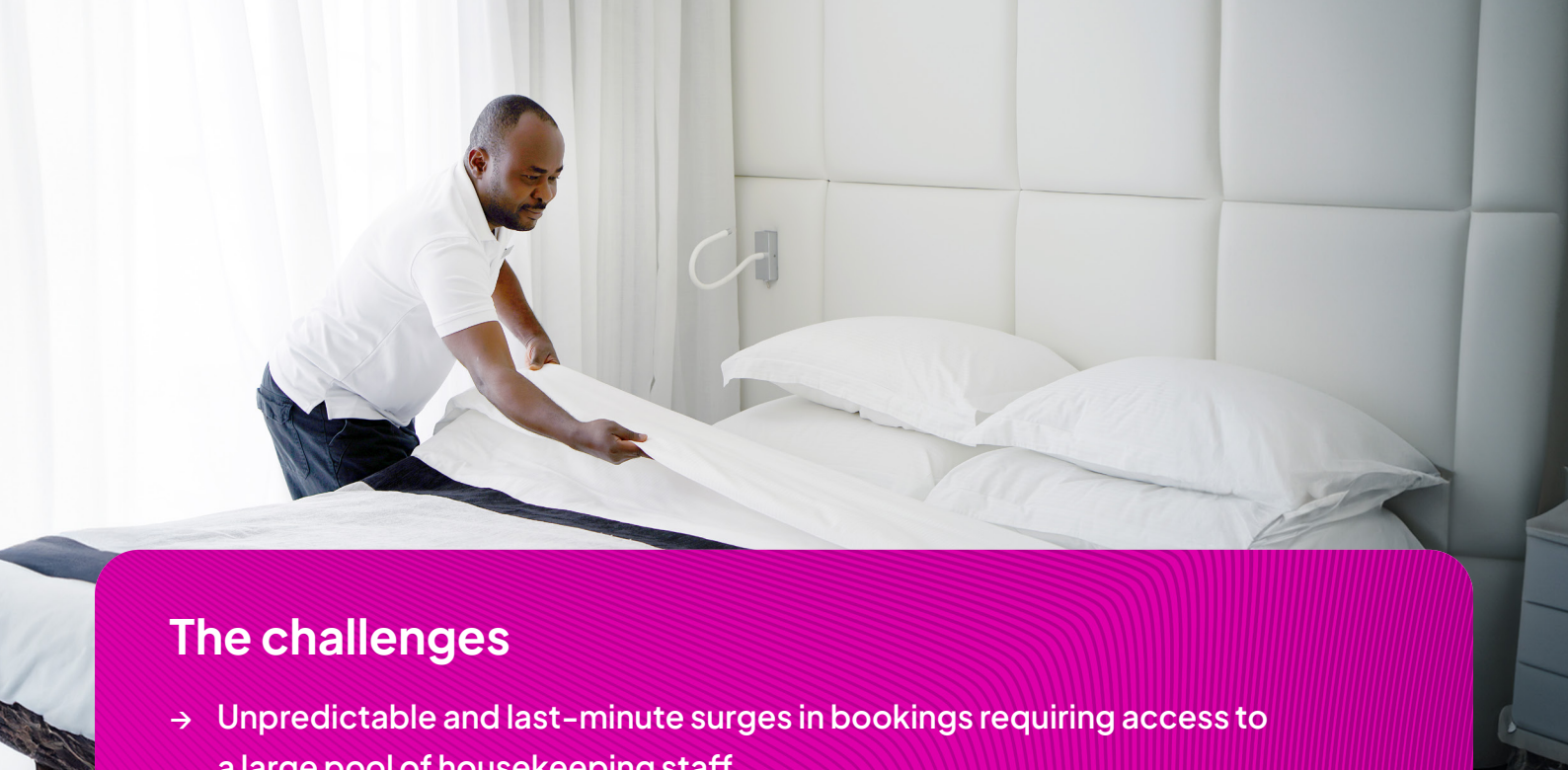
– Alex Patillo, Operations Manager at DoubleTree by Edinburgh Airport



100% Flexer
show rate



100%
Repeat worker rate for
Housekeeping shifts



The challenges

- Unpredictable and last-minute surges in bookings requiring access to a large pool of housekeeping staff
- Finding quality workers with the right skills and experience to meet the hotel's standards
- Having a very manual process for calling staff in, taking too much time to fill spots

The solution

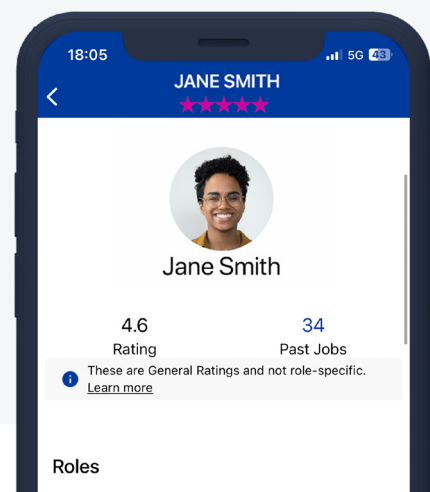
Easy job posting and templates

With job templates, DoubleTree can post a job in under 5 minutes with Indeed Flex. The job posting process allows them to specify the required skills and experience to attract the most suitable Flexer.

DoubleTree has given Flexers an **average score of 5 stars**



"I've been most impressed with the speed we can fill housekeeping roles, last minute. Templates make adding extra staff a very fast process. As an airport, having the option to arrange Housekeeping staff at 7pm for a last-minute flight delay, without the hassle of calling 15 people, is so much simpler."



Worker ratings and bespoke talent pools

DoubleTree builds relationships and keeps workers engaged by rating housekeepers. When faced with last-minute demand, their jobs are offered first to the workers they know they can rely on.

“We’ve achieved a 95% fulfilment rate and have a 100% repeat worker rate for our housekeeping shifts, meaning we only need to use our trusted worker pool to fill shifts.”

Easy invoicing and timesheets

To give DoubleTree the visibility they need over invoicing, Indeed Flex delivers provisional costing data at the click of a button. Managers can verify shift times for accuracy and to avoid additional costs in one place on the platform.

“The provisional costing before committing makes costs clear.”

Results

- 95% Shift fulfilment rate for Housekeeping shifts
- 100% Repeat worker rate for Housekeeping shifts
- 5 Average worker rating
- 100% Flexer show rate

