



BayState Employee Reliability Inventory (ERI®) Case Study

BayState ERI® in the Hospitality Industry

Case Study 1: Reductions in accidents and turnover for a middle-sized hospitality company

Benefit-cost analysis revealed direct cost savings of approximately \$190,000 annually.

- There was a progressive decline in the rate of work-related accidents for each of the two years following the introduction of ERI® from 26.9% to 18.6% in the first year, the following year it fell to 11.4%
- There was a progressive decline in turnover for the two years following the introduction of ERI® from 85.8% to 56.8%

Case study 2: Enhancing courtesy, reducing pre-employment drug testing and early terminations at a large resort hotel

This study found that the ERI® predicted which applicants for client facing roles were likely to achieve above average performance appraisals.

- Use of the ERI® in the screening process would have delivered 13% more high performing, courteous employees
- The rate of positive drug test results was reduced by 59.3%
- The 90 days turnover rate was reduced by 36.3%
- Cost-benefit analysis indicated net savings of approximately \$668,492.

Case Study 3: Sustained reductions in accidents and turnover associated with ongoing use of the ERI®.

When adjusted for the direct cost of the ERI® and opportunity cost associated with administration, the net savings from reduced turnover and accidents for the three year period was estimated at \$2,280,000.

- Use of the ERI® as a consistent recruitment method across all locations (included convenience stores, casinos, motels and truck stops) was associated with an overall reduction in turnover of 25.1% within a 12 month period
- ROI analysis estimated a net savings of greater than \$1.3 million and return of investment of greater than 2000%.

BayState ERI®

In Brief

Online	Yes
Purpose:	Valid measure of employee reliability
Publisher:	BayState
Application:	Recruitment,
Role Type:	Non Management applicants only
Time:	Untimed - 81 statements 10-20 mins
Accreditation:	TG Accreditation
Reports:	Individual Narrative Group Ranked ShortList
Norms:	General Custom
Languages:	English Spanish
Industries:	Health Retail Hospitality Manufacturing Logistics Mining
Related Products:	Psyfactors Situational Safety Awareness (SSA®); SkillCheck Identity Risk Free (IRF)