

What's the difference between a great employee at Domino's and a great employee at Burger King?

Here's a trivia question you won't find in Cranium: *What skill does a great Burger King employee have that a great Domino's employee does not have?* (You can also ask the reverse.)

Stuck?

StellarEmploy to the rescue! We've looked at hundreds of great employees at franchisees of the two brands. It turns out that they are pretty different.



A great Burger King employee **is a very talented multi-tasker**. As we looked more closely at the way Burger King operates, these findings made sense. Burger King has a large menu list, where three or four people work together to fill every order -- in a target three minutes! This is great work for people who can juggle several tasks in their heads at one time and enjoy it. They also probably don't mind rubbing elbows.

A great Domino's employee **loves paying attention to the details**. Let's now consider Domino's operations. Domino's has a smaller menu list (largely pizza-based), and successfully filling an order means getting the toppings right and offering sides. Fewer employees have to work together to make and deliver each pie. This is a job for people who thrive in a checklist environment and naturally focus in on the details.

And the differences between great employees in fast food restaurants don't stop there. Even within the Burger King brand, not all great Crew Members are alike.

When entire locations hire best-fit employees, they can **shave seconds off their Speed of Service** or **improve NPS by 0.5**.

Employees at high-volume locations are **better at team work** than employees at low-volume locations. This might be because those employees have to work faster and more closely with their teammates to get food out the door.

But employees at low-volume locations are **better at customer service**. They have time to chat with their customers, and their customers appreciate the conversation while they wait for their food.

We also found that employees who are better fits for their jobs stay longer. When entire locations hire best-fit employees, they can shave seconds off their Speed of Service or improve their Net Promoter Score by 0.5 points.

Not just a “Fast Food Employee”

We were excited to see these differences appear in our analysis. Most clients know intuitively that their best employees are unique to their brand and even their specific location. Yet the myth of the interchangeable fast food worker continues. It's always nice to prove out hypotheses. But it's even better that StellarEmploy has been able to use this to hire great employees unique to our clients.