

**TRAINING SESSION
WELCOME !**

INES SMARTRECRUITERS
FOR HOTELS



Who will be training you today?



Matthieu MORICE

**SMARTRECRUITERS IMPLEMENTATION
COORDINATOR**

To demonstrate Smartrecruiters solution
and answer questions of the use of
features.



Léonie de LESTANG

**TALENT ACQUISITION PRODUCT
OWNER**

To answer specific questions
about the solution and
contextualize about configuration
choices.



Firath J. FRANCIS

T&C DIGITAL PROGRAM, DIRECTOR

To provide strategy & vision on Talent
Acquisition digital ecosystem.

Before we get started...

- ✓ Please note that your line has been MUTED
- ✓ Please put your questions in the “QUESTIONS WINDOW”
- ✓ Put your screen in “FULL SCREEN” mode to view all content
- ✓ This call will be RECORDED and SHARED for those who are not able to attend

...Let's Go!

TRAINING OBJECTIVES



DISCOVER & UNDERSTAND YOUR NEW RECRUITING SYSTEM

Discover the system step-by-step and understand feature purposes according to recruiting roles



APPROPRIATE & ADOPT SMARTRECRUITERS

Training is a key part of change management in order to equip end-users with the needed knowledge and skills and enable them to use in an autonomous way the new solution



TRAIN RELEVANT TARGETS ON THE SOLUTION

This training session consists in training 'Super Users' and sharing key messages so that they can cascade training to the local level.

AGENDA

Part 1: Recruitment Experience

1 SmartRecruiters connection from INES

- From “My recruitment” to “Talent Acquisition SmartRecruiters”
- Process Overview – Roles & Responsibilities

2 Create a job

- Create - Use a template or Copy a Job
- Applicable Rules Labour Law for Mandatory and Prohibited Postings
- Details: Organizational Structure
- Hiring Team, Headcount & Publication

3 Publish a job

- Publish your job with or without approval
- Advertise
- Share a job (Recommendations, social networks, etc.)

4 Job Management

- Job Posting Details :
 - People Tab Overview
 - Sourcing
 - Activity
 - Job Ad
 - Job details
 - Hiring process

AGENDA

Part 2: Candidate Experience

5

Candidate Experience

- Job Ad & Profile Creation
- Auto Reply
- Candidate Portal

7

Conclusion & Next Steps

- Questions / Answers
- Support

6

Candidate Management

- Candidate Profile
- Send emails to candidates
- Consent status - GDPR
- Candidate's hiring process
- Review
- Schedule an interview
- Share a candidate
- Differ / Reject / Mark as withdrawn
- Assign candidates to another job
- Hire
- Automated Job Closing

AGENDA

Topics not covered during the training session

8

Assessments

- Non-Executive & Non-Corporate – TalentMeter
- Executive & Corporate - SHL

Screening questions

Reporting

- Analytics for Recruiters
- Report Builder for T&C regions

Internal Mobility

- Referral

01

SMARTRECRUITERS CONNECTION FROM INES

PROCESSES & KEY NOTIONS

What is INES?

INES – INTEGRATED ENGAGEMENT SERVICES

Talent Acquisition

- Attraction
- Selection
- Hiring
- Operational efficiency



Talent Management

- Performance
- Talent Evaluation
- Succession planning

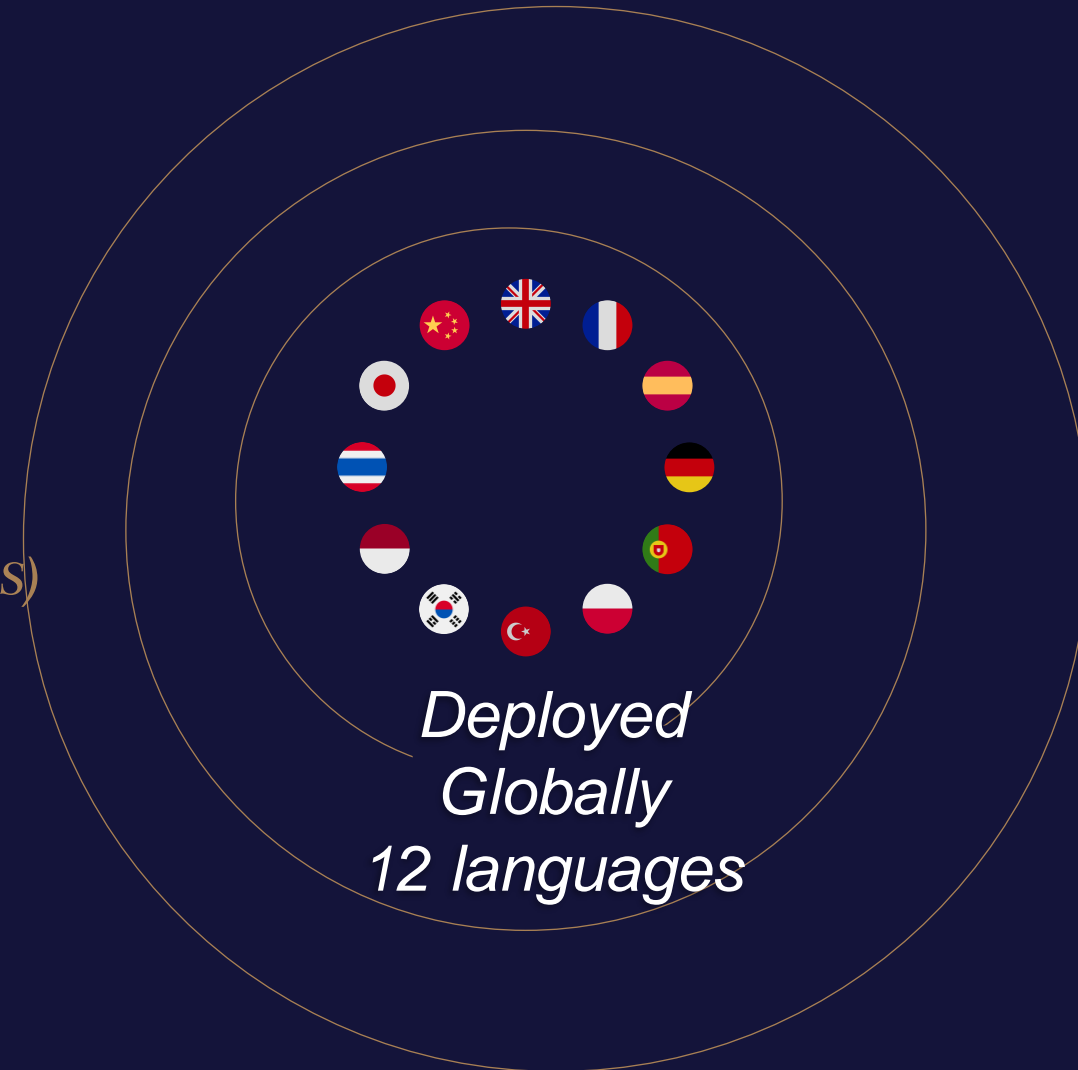


Learning & Development

- Onboarding
- Leadership Development
- Brands: service culture
- Job related skills
- Community learning



*T&C Digital
Platform (INES)*



How to manage roles in the Heartist Portal?

INES

As a GM you need to be set as T&C Administrator of your Hotel:

1

The screenshot displays the ACCOR Heartist Portal interface. At the top, the ACCOR logo is visible. Below it, the header for 'ibis London Earls Court' is shown, along with the location 'LONDON, GB' and a note: 'My hotel is under roll-out, INES hub Administrator have access to my hotel Ines environment.' The main content area is titled 'Management of Services' and contains a table with the following information:

GENERAL MANAGER: No General Manager for now	INES ADMINISTRATOR
	Manage
EXECUTIVE	SCOPE MANAGEMENT

On the right side, a sidebar menu is visible with the following items:

- My Benefits
- AccorLive
- Search a Colleague
- Feedback for Development
- Invite My Colleagues
- Mentoring for All
- My Learning
- My Admin Actions**
- My Employees' Positions
- My Hotel(s)/Organization(s):
 - ibis London Earls Court**
 - Northern Europe
 - T&C Back Office

1

You are connected on INES and navigate on your Heartist Portal.

2

You will be able to manage your organization. You can click on "My Admin Actions and select your Hotel. In this case "Ibis London Earls Court"



How to manage roles in the Heartist Portal?

INES

As a GM you need to be set as T&C Administrator of your Hotel:

The screenshot displays the Heartist Portal interface. On the left, there's a sidebar with a 'My Learning' section. The main content area shows a list of services. The first service is 'Learning & Development' with a 'SUBSCRIBED' status and a 'Manage Services' button. Below it, the 'Talent Acquisition (SmartRecruiters)' section is highlighted. It contains two items: 'Talent Acquisition - Smartrecruiters - Hotels' and 'Talent Acquisition - Smartrecruiters Internal Mobility - Hotels', both with 'SUBSCRIBED' status and 'Manage Services' buttons. A yellow box with the number '1' highlights the 'Manage Services' button for the first item. On the right, a sidebar lists various options: 'AccorLive', 'Search a Colleague', 'Feedback for Development', 'Invite My Colleagues', 'Mentoring for All', 'My Learning', 'My Admin Actions', 'My Employees' Positions', 'My Hotel(s)/Organization(s):', 'ibis London Earls Court', 'Northern Europe', and 'T&C Back Office'.

1

You scroll down on your screen and you can view the recruitment system: SmartRecruiters.

Two services are active:

SmartRecruiters – Hotels

SmartRecruiters – Internal Mobility – Hotels

You can click on “Manage Services” to manage employee’s roles for SmartRecruiters.



How to manage roles in the Heartist Portal?

INES

As a GM you need to be set as T&C Administrator of your Hotel:

← Back to ibis London Earls Court

Talent Acquisition - Smartrecruiters - Hotels

Talent Acquisition - Smartrecruiters - Hotels

Specific Roles

Recruiter
Employee entitled to follow up on the Talent Acquisition (SmartRecruiters) process (e.g. request, approve, screen and select)

1

Q Type a name

Patrick EUROPE × Vijaya TESTUSER × Sekou TESTUSER ×

AccorLive

Search a Colleague

Feedback for Development

Invite My Colleagues

Mentoring for All

My Learning

My Admin Actions

My Employees' Positions

My Hotel(s)/Organization(s):

ibis London Earls Court

Northern Europe

T&C Back Office

1

You will be able to set your employees as recruiters. As a result, they will be able to access MartRecruiters and take actions as recruiter in the system. You can search by name you employee. He will be added automatically in the list below the search tab.



Services Activations in INES

DEMONSTRATION From “My Recruiting” to “Talent Acquisition SmartRecruiters”

Modules

Heartist Portal



Talent Acquisition (TA): SmartRecruiters

Who

Recruiter

T&C Region

Home

My Profile ▼

My Notifications

My Benefits ▼

AccorLive ↗

Search a Colleague

Invite My Colleagues

My Recruiting ▲

Recruitment (Taleo) ↗

Recruitment (Smartrecruiters) ↗

1

S

JOBS PEOPLE

Search

2

TASKS (0) ACTIVITY

Share something with your team...

You do not have any notifications yet

At-a-Glance

25 ACTIVE JOBS

20 TOTAL CANDIDATES

13 NEW CANDIDATES

Approvals

OFFERS (0) JOBS (0) DELEGATION

No approvals

Upcoming Interviews

No interviews scheduled

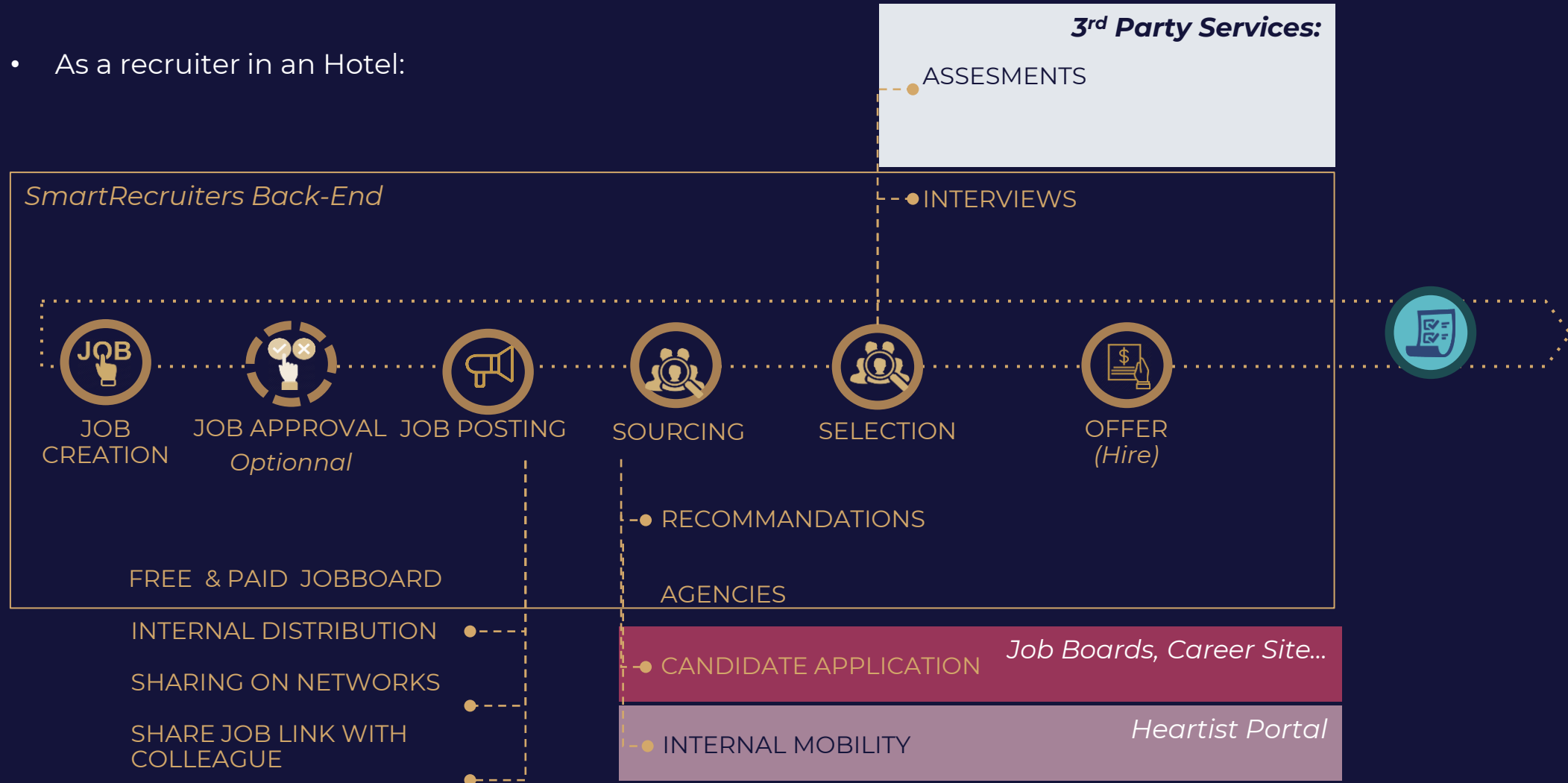
Hotel view if already deployed with Taleo : user can connect on INES



Process Overview

TALENT ACQUISITION

- As a recruiter in an Hotel:



User Roles

SCOPE DEFINITION

User roles:

User Role Name	Company Settings	Analytics	Report Builder	Create a Job	Hiring Team	Access All Jobs	Access Group
<i>Accor Recruiter</i>	NO - Cannot access company configurations in Administration/Career Page Setup/Templates or Configuration lists in Settings/Admin	YES - Can access Analytics dashboards	NO - Cannot access Report Builder or read/download the generated reports	YES - Can create a job and access the Marketplace via the link in the top navigation bar	YES - Can access a job and its candidates if part of the job's hiring team	NO - Must be part of a job's hiring team to access the job and its candidates	LIMITED - Can access a job and its candidates to view some information and perform some actions on the job and its candidates if a member of the job's Access Group
<i>T&C Region</i>	NO - Cannot access company configurations in Administration/Career Page Setup/Templates or Configuration lists in Settings/Admin	YES - Can access Analytics dashboards	LIMITED - Can create/delete/share/read and download reports with data restrictions for sensitive fields and access group.	YES - Can create a job and access the Marketplace via the link in the top navigation bar	YES - Can access a job and its candidates if part of the job's hiring team	LIMITED - Can access a job and its candidates to view some of its information and take only some actions unless user is a member of the job's hiring team	FULL- Can perform all actions on job and its candidates if member of job's Access Group
<i>Basic</i>	NO	NO	NO	NO	YES	NO	LIMITED
<i>Employee</i>	NO	NO	NO	NO	YES	NO	NO



User Profiles

TA – PROCESSES & KEY NOTIONS

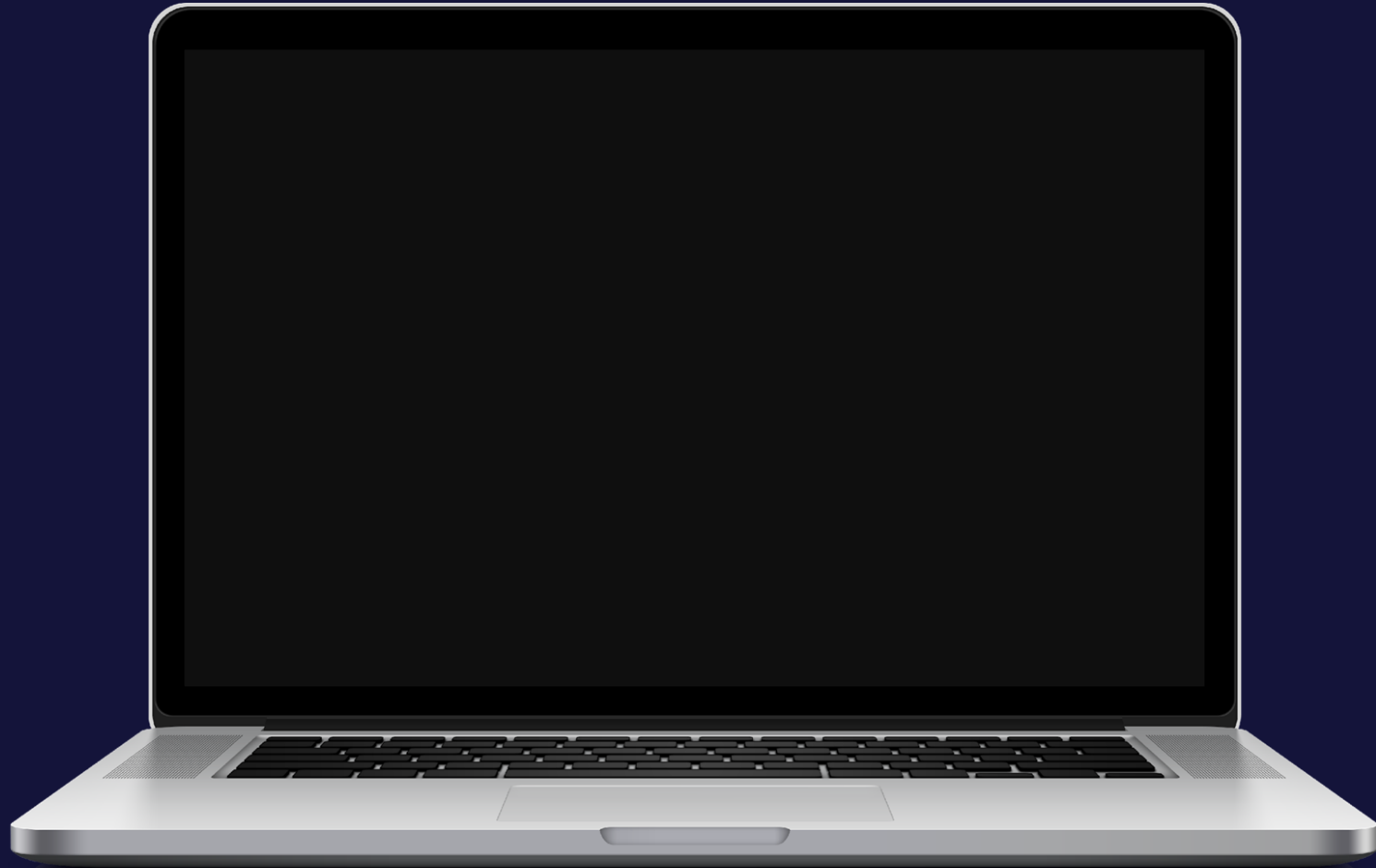


02

CREATE A JOB

Let's create a first job together

DEMONSTRATION



Create a job

Step 1 - Create - Use a Template or Copy a Job

1

Select your brand: your logo will appear automatically

2

Enter the job Title
Click on Use template to display the list - you will also access recent jobs.

3

Enter your city, it will appear automatically or add a street address by filling it manually.

4

Tick the box if possibility of remote work

5

Select the language for your job Ad

Create job

1

2

3

4

5

1

2

3

4

5

ACCOR

Brand

Accor Sandbox

Job Title*

Start typing your job title to view templates

USE TEMPLATE

Location*

Issy-les-Moulineaux, IDF, France

FILL MANUALLY

☐ Employees can work remotely

Job Ad Language*

English - English (US)

Company Description

B

I

U

☰

☲

Describe what makes your company great

Job Description

B

I

U

☰

☲

Describe the responsibilities and keys to success of the job

TEMPLATES

RECENT JOBS

DE - Banquet Attendant

Issy-les-Moulineaux

DE - Bellperson

Issy-les-Moulineaux

DE - Chef de Partie

Issy-les-Moulineaux

DE - Doorperson

Issy-les-Moulineaux

DE - Empfangsmitarbeiter

Issy-les-Moulineaux

DE - Food & Beverage Manager

Issy-les-Moulineaux

DE - Food & Beverage Supervisor

Issy-les-Moulineaux

DE - General Manager

Issy-les-Moulineaux

DE - Haustechniker

Issy-les-Moulineaux

DE - Host/ Guest Relations Manager

Issy-les-Moulineaux

DE - Houseperson

Issy-les-Moulineaux

DE - Koch

Issy-les-Moulineaux

DE - Koordinator

Issy-les-Moulineaux

DE - Personnel d'Etages (H/F)

Issy-les-Moulineaux



Best Practice:

To easily search for a templates : enter **the first 3 letters** of the item you are looking for (Intuitive search enabled)

It is also possible to retrieve the description of a job newly created from the "Recent Jobs" tab.



Create a job

Step 1 - Create a job from scratch

1

Enter your Company description

2

Enter the job description

3

Enter the qualifications required for the job



4

The Additional Information section allows you to indicate additional information to the job (Capture Candidates)

5



Add video links to your job (Youtube, Vimeo or Digi-Me)

Company Description

B **I** **U**  



1 Describe what makes your company great

Job Description

B **I** **U**  



2 Describe the responsibilities and keys to success of the job

Qualifications

B **I** **U**  

3 Describe the requirements and skills needed for the job

Additional Information

B **I** **U**  


4 Describe your perks and culture

Add Videos

5 Youtube, Vimeo or Digi-Me video

☐ Save this as a template

NEXT

 PREVIEW



Best Practice:

- The Company Description and Additional Information fields will be automatically restarted when a new job is created.
- Click on View Examples to display other companies job descriptions and find inspiration for your own - you can import the example and edit it before clicking NEXT.



Create a job

Step 1 – Job Preview

NEXT



PREVIEW

1

By clicking **Preview**, you can visualise your job advertisement as it will be visible to the candidate. before clicking **Next** in step 1,



Food & Beverage Manager

London, UK

Full-time

Job Type: Type1

Job Schedule: Sched1

Company Description

Why work for Accor?

We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities.

By joining Accor, every chapter of your story is yours to write and together we can imagine tomorrow's hospitality. Discover the life that awaits you at Accor, visit <https://careers.accor.com/>

Do what you love, care for the world, dare to challenge the status quo! #BELIMITLESS

Job Description

Food & Beverage Manager

Are you a passionate foodie who is not afraid of thinking outside the box? Then, we have the job for you! As a Food & Beverage Manager, you will strategically lead the team to take guest satisfaction to the next level.

What is in it for you:

In 3-4 bullet points, showcase the benefits and perks of working at the property

Employee benefit card offering discounted rates in Accor worldwide

Learning programs through our Academies and the opportunity to earn qualifications while you work

Opportunity to develop your talent and grow within your property and across the world!

Ability to make a difference in the local community through our Corporate Social Responsibility activities, like Planet 21

What you will be doing:

Lead, mentor and train the Food & Beverage Operations team

Ensure Food & Beverage relevant brand standards are maintained

Strategize on new products and service offerings

Create unforgettable experiences for our guests

Qualifications

Your experience and skills include:

Service focused personality is essential and previous leadership experience required

Proven ability to build and maintain good relationships with all stakeholders



Hi Jean-Paul, looks like you already have a Smart Account. Use it today to apply quickly and accurately!

I'm interested

Refer a friend

SHARE THIS JOB



Powered by

SmartRecruiters (Data Processor)

[Privacy Policy](#) and [Terms of Use](#)



Create a job

Step 2 – Job Details

Without Approval:

1

Complete the **job details** to ensure accuracy in your reporting. Fields may reflect your organizational structure and business/validation/reporting needs.

2

The four fields at the bottom **“Industry”, “Function”, “Experience Level” and “Type of Employment”** are used to reference and map with job boards search engines - they are standard and cannot be changed

Progress bar: 1 Create (checked), 2 Details (active), 3 Hiring Team, 4 Advertise, 5 Share

ADD MORE DETAILS

1

Global *
Accor Global x

Region *
Northern Europe x

Geographic Area *
United Kingdom x

Hotel Region Northern Europe *
ADAGIO LONDON WHITECHAPEL x

Job-Category *
Culinary x

Job Sub-Category *
Kitchen x

Job *
Executive Chef x

Job Type *
Permanent x

Job Schedule *
Full-Time x

Currency - Compensation
Please select

Salary (Pay Basis)
Please select

Minimum Salary
[Empty field]

Maximum Salary
[Empty field]

Assessment Type
Please select

Does this job require an approval process ?
*
No x

2

Industry *
Hospitality

Function *
Customer Service

Experience Level *
Associate

Type of Employment *
Full-time



Best Practice:

Dependencies are made between the fields so as to complete and offer you the choices related to your establishment.

Create a job

Step 3 - Hiring Team, Headcount & Publication

Without Approval:

1

Enter **your hiring team** and the role of each.

By default, the job creator is automatically added to the hiring team.

2

Add your headcount details and add additional positions as necessary

3

Publish your job, and choose your posting options

“Public”: Visible on public and internal sources, Distribute to the major job agregators

“Internal”: Only visible within your company

“Private”: Only visible to people with a direct link

Progress bar: Edit (1), Details (2), Hiring Team (3), Advertise (4), Share (5)

ADD HIRING TEAM

Name or Email: 1

Select Hiring Role: ADD TO TEAM

AF Aude Fillonneau Recruiter REMOVE

HEADCOUNT

2

ADD

Position Open Date	Target Start Date *	Position Type	Position ID
<input type="text"/> Aug 31, 2022	<input type="text"/>	<input type="text"/> New	<input type="text"/>

Automatically unpublish job:

ADD PUBLISHING PREFERENCES

3

☒ Public: Visible on public and internal sources
☒ Distribute to the major job aggregators EDIT LIST

☐ Internal: Only visible within your company

☐ Private: Only visible to people with a direct link

PUBLISH SAVE 4

4

You can **Save** your work for future reference



Best Practice:

This information can be modified even after the validation and publication of the item.

Forecast possible by entering the post's opening date and desired start after the creation. Thus allowing you to advance on this part and save time for your core business.



Create a job

Step 3 - Hiring Team, Headcount & Approvals

With Approval:

1

Enter **your hiring team** and the role of each.

By default, the job creator is automatically added to the hiring team.

2

Add your headcount details, add additional positions as necessary

3

Complete your approval chain if required, add any comments and submit for approval.

1

2

3

1

2

3

4

5

Create Details Hiring Team Advertise Share

ADD HIRING TEAM

Name or Email

Select Hiring Role

ADD TO TEAM

AF Aude Fillonneau

REMOVE

JOB APPROVALS

ADD

Salary Range

Position Open Date

Target Start Date *

Position Type

Position ID

Aug 31, 202

New

APPROVERS

Approvals will be sent in the order below

☒ Sequential approval

Approval requests are sent in an order that you can configure.

☐ Parallel approval

Approval requests are sent to all approvers at once.

Please Choose Approver

Comment on approval request

Add a comment

ADD PUBLISHING PREFERENCES

SUBMIT FOR APPROVAL

SAVE



Create a job

Step 3 – Approvals Details

With Approval:

For sequential and parallel approvals, simply review the list of approvers and add an optional comment. SmartRecruiters will include this comment in the approval emails.

1

Sequential Approval:

If the approval does not have a predefined string, choose the sequence and add the approvers by name: Set the order of the approvers by dragging them up and down the list.

1

2

3

ADD HIRING TEAM

Name or Email: Aude Fillonneau x

Select Hiring Role: Recruiter

ADD TO TEAM

Please add at least one Hiring Manager, Recruiter or Executive to the hiring team.

APPROVERS

Approvals will be sent in the order below

☒ Sequential approval
Approval requests are sent in an order that you can configure.

☐ Parallel approval
Approval requests are sent to all approvers at once.

Please Choose Approver

Comment on approval request

Add a comment

ADD PUBLISHING PREFERENCES

SUBMIT FOR APPROVAL SAVE

2

Parallel Approval:

For parallel approvals, choose whether all or at least one must approve.

3

Click **Submit** for Approval to save the work and send the requests. SmartRecruiters will record, but will not publish the work, and will take you directly to the job profile.



Best Practice:

Job postings cannot be published until approved. Approvers will receive the request by email. You can monitor their approvals from the Role Details tab on the role profile page.



03

PUBLISH A JOB

Create a job

Step 3 – Publish your approved Job

With Approval:

1

Once your job is approved, navigate to your approved job, select **Publish**, either from the Jobs list or from the Job record itself (top right button).

Continue through the job steps, publish the job on Step 3.

Food & Beverage Manager demo
Issy-les-Moulineaux, France • Jul 5, 2022 • REF6T
● SOURCING • Not Published

PUBLISH ⋮ 1

New	In-review	Interview	Offered	Hired
-----	-----------	-----------	---------	-------

✓ Edit ✓ Details 3 Hiring Team 4 Advertise 5 Share

ADD HIRING TEAM

Name or Email Select Hiring Role **ADD TO TEAM**

AF Aude Fillonneau Recruiter **REMOVE**

HEADCOUNT **ADD** ▼

Position Open Date	Target Start Date *	Position Type	Position ID
<input type="text"/> Aug 31, 2022	<input type="text"/>	<input type="text"/> New	<input type="text"/>

Automatically unpublish job 2

ADD PUBLISHING PREFERENCES

☒ **Public:** Visible on public and internal sources
☒ Distribute to the major job aggregators **EDIT LIST**

☐ **Internal:** Only visible within your company

☐ **Private:** Only visible to people with a direct link

PUBLISH **SAVE**

2

You can also choose a date to automatically unpublish the job



Job boards Coverage status



Job Boards free of charges :

- Jooble
- FlexJobs Organic
- Cleverism
- AboutJobsSponsored
- CV-Library
- Neuvoo
- Rulla
- JuJu Organic
- Arbeitnow.com
- WayUp Organic
- ZipRecruiter Organic
- Adzuna
- Trovit
- Crunchbase
- Careerjet
- JobInventory
- Recruit.net
- LinkedIn Limited Listings
- jobrapido
- Equality Magazines
- Indeed
- Monster Controlled Listings



Paid job boards

***Also available
depending on their request.***



Create a job

Step 4 - Advertise

1

Search for job boards, select existing job board contracts by typing your company name or select your choice from the marketplace, bookmark those offers for next time and check out your cart

2

If no advertising needed, reach the next step by clicking on **“Skip advertising”** from the top right corner.

Advertise your job

Maitre d'Hôtel (M/W) - Hotel Borogo San Felice | Località S. Felice, 53019 Castelnuovo Berardenga SI, Italy | English

✓

Create

✓

Details

✓

Hiring Team

4

Advertise

5

Share

Select boards and checkout

0 boards

ORDER

YOUR BOARDS

JOB BOARD MARKETPLACE

Search

1

Bookmarks

You don't have any bookmarked items yet.

Other Job Boards

\$543

Devox

One 30-day job posting to Devex

One job posting to Devex

ADD

\$450

authentic jobs®

1 job posting for 30 days

30-day job posting on on Authentic Jobs

ADD

\$45

Engineer Nexus

Single Job Post - 60 Day Post

Post your engineering jobs on Engineer Nexus 60 day period

ADD

\$35

Engineer Nexus

Single Job Post - 45 Day Post

Post your engineering jobs on Engineer Nexus 45 day period

ADD

\$25

\$380

\$0

\$0

2



Best Practice :

Bookmark your contracts to make it easier to find them next time.



Create a job

Step 5 – Share

With and Without Approval:

1

Share your job on your personal **social networks**

Share your job

test job start date | New York, NY, USA | English

1

SHARE THIS JOB ON SOCIAL NETWORKS

Share this job publishing on LinkedIn, Twitter, Facebook



LINKEDIN



FACEBOOK



TWITTER

2

Done. Take me to the job.

2

These options are not mandatory, click Done. **Take me to the job.**



04

JOB MANAGEMENT



Job Management

Job Record - People Tab Overview

1

Job summary and status

2

People tab: List of candidates who have expressed interest in this specific job

3

Take bulk action on your candidates from within the job

4

Instant visibility of candidates' status for the position in their recruitment process

The screenshot displays the 'Food & Beverage Manager' job record in the 'People' tab. The interface includes a top header with job details (Location: London, UK; REF5N; URL: https://smrtr.io/9LR9R; Status: SOURCING; Public; Jul 4, 2022) and buttons for 'ADVERTISE' and 'SHARE'. Below the header is a navigation bar with tabs for 'New', 'In-review', 'Interview', 'Offered', 'Hired', 'All active', 'Leads', 'Withdrawn', and 'Rejected'. The 'In-review' tab is selected, showing 1 candidate. A secondary navigation bar includes 'PEOPLE', 'SOURCING', 'ACTIVITY', 'JOB AD', 'JOB DETAILS', and 'HIRING PROCESS'. The 'PEOPLE' tab is active, showing a search bar, a status filter dropdown (currently set to 'Lead (0)'), and a list of candidates. The first candidate, 'Steve Testo', is selected, and a context menu is open, showing options like 'Change the status of 1 candidate', 'Hire 1 candidate', 'Message 1 candidate', 'Share 1 candidate', 'Reject 1 candidate', 'Defer 1 candidate', 'Add 1 candidate to another job', and 'Request consent from 1'. The 'ADD CANDIDATE' button is visible in the top right corner.

5

Advanced filtering options

6

Possibility to import one or more candidates for the job (CV import). If you manually add a candidate to the job, it will be added and tagged to Lead. A Lead is someone who has not yet applied to a job on their own, but have been assigned to a job for consideration.



Best Practice:

It is possible to filter candidates based on their answers to pre-selection questions.



Job Management

Sourcing Tab Overview

1

At a Glance :

Instant visibility of the number of opening days, applications, candidate in interview and cost spent for the publication of the position on job posting sites

2

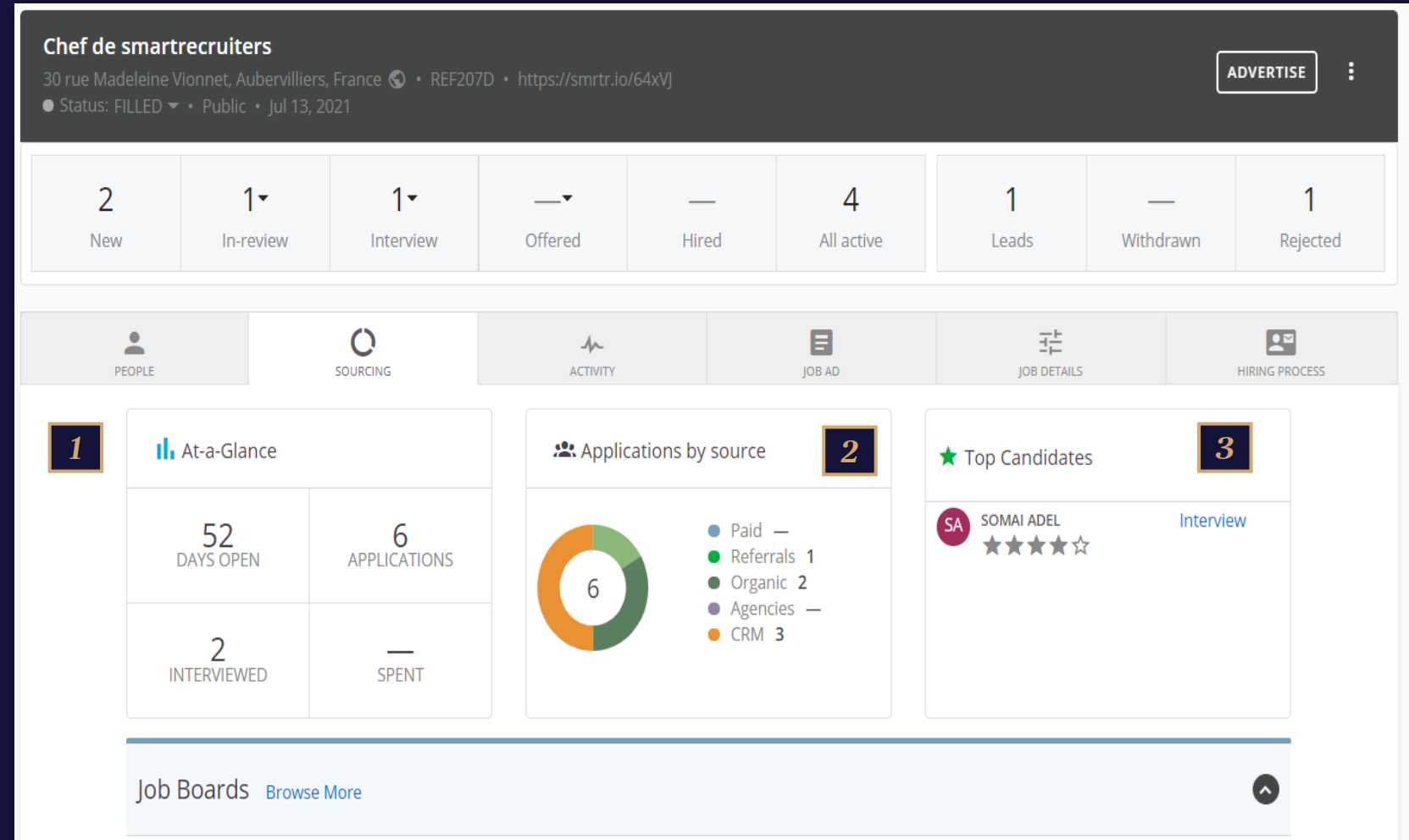
Applications by Sources :

Identify the source candidate, Have a precise idea of where your candidates come from and how the job is advertised.

3

Top Candidates :

Allows you to identify the best profiles for the role based on the assessment and star rating performed.



Job Management

Activity Tab Overview

1

View all activity as it relates to the job. Great to use after some time off.

2

View the next scheduled interviews for this job.

Chef de smartrecruiters
30 rue Madeleine Vionnet, Aubervilliers, France • REF207D • <https://smrtr.io/64xVJ>
● Status: FILLED • Public • Jul 13, 2021

ADVERTISE

2
New

1
In-review

1
Interview

—
Offered

—
Hired

4
All active

1
Leads

—
Withdrawn

1
Rejected

PEOPLE


SOURCING


ACTIVITY


JOB AD


JOB DETAILS


HIRING PROCESS


 Testy Leo expressed interest in Chef de smartrecruiters
Aug 26, 2021




 Sophie Koam rated **clode francois** ★★★★★ for Chef de smartrecruiters
[Comment](#) · [Agree](#) · Aug 12, 2021


 Clotilde Pissot has been added as a referral lead to Chef de smartrecruiters
Jul 23, 2021



 ADEL R_SOMAI rejected **clode francois**
Jul 20, 2021



Upcoming Interviews



No interviews scheduled

40

Job Management

Job Ad Tab Overview

1

Job Ad provides the ability to duplicate the job ad, but change the title or language.

Food & Beverage Manager

London, UK • REF5N • <https://smrtr.io/9LR9R>
● Status: SOURCING ▾ • Public • Jul 4, 2022

ADVERTISE SHARE ⋮

— New	1 ▾ In-review	— ▾ Interview	— ▾ Offered	— Hired	1 All active	— Leads	— Withdrawn	— Rejected
----------	------------------	------------------	----------------	------------	-----------------	------------	----------------	---------------

PEOPLE

SOURCING

ACTIVITY

JOB AD

JOB DETAILS

HIRING PROCESS

Food & Beverage Manager (Default)

London, UK • <https://smrtr.io/9LR9R>
● Public • Jul 4, 2022 • English - Engli

EDIT JOB ⋮

- Make referrals
- Duplicate

+
Create additional job ad



Job Management

Job Details overview

1

View open positions and pending / approved position approval processes and comments

2

View all job details, including internal notes added by your hiring team



Best Practice:

Iron out all the important data points needed for a job, both for reporting and reference.

Food & Beverage Manager

London, UK • REF5N • <https://smrtr.io/9LR9R>

Status: SOURCING • Public • Jul 4, 2022

ADVERTISE

SHARE

New

1In-review

Interview

Offered

Hired

1All active

Leads

Withdrawn

Rejected

PEOPLE

SOURCING

ACTIVITY

JOB AD

JOB DETAILS

HIRING PROCESS

Headcount

ADD

Open Positions (1)

1

Position	Jul 4, 2022	Target	Jul 20, 2022	
Open Date		Start Date		
Position Type	New			

Job Fields

EDIT

Global *

Accor Global

Region *

Greater China

Geographic Area *

Austria_T

Hotel Region North America *

Hotel Mercure Graz City

Segment *

Job Schedule *

1-1 description

Sched1

Salary (Pay Basis)

Base1

Maximum Salary

REF code

REF5N

Target date for hiring

Function *

Accounting/Auditing

Type of Employment *

Full-time

Internal Notes

There are no notes yet.

Attachments

There are no attachments yet.

Currency - Compensation

Minimum Salary

Assessment Type

Auto Talent Meter

Compensation

Industry *

Hospitality

Experience Level *

Associate

☐ This job is a template

2

EDIT

ADD



Job Management

Hiring Process Tab Overview

1

View open, pending and approved positions approval processes and comments

2

View all job details, including internal notes added by your hiring team



Best Practice:

Iron out all the important data points needed for a job, both for reporting and reference.

Food & Beverage Manager

London, UK • REF5N • <https://smrtr.io/9LR9R>

Status: SOURCING • Public • Jul 4, 2022

ADVERTISE

SHARE

New

1In-review

Interview

Offered

Hired

1All active

Leads

Withdrawn

Rejected

PEOPLE

SOURCING

ACTIVITY

JOB AD

JOB DETAILS

HIRING PROCESS

Headcount

ADD

Open Positions (1)

1

Position	Jul 4, 2022	Target	Jul 20, 2022	
Open Date		Start Date		
Position Type	New			

Job Fields

EDIT

Global *	
Accor Global	
Region *	
Greater China	
Geographic Area *	
Austria_T	
Hotel Region North America *	Segment *
Hotel Mercure Graz City	

Job Schedule *

1-1 description

Sched1

Salary (Pay Basis)

Base1

Maximum Salary

—

REF code

REF5N

Target date for hiring

—

Function *

Accounting/Auditing

Type of Employment *

Full-time

Currency - Compensation

—

Minimum Salary

—

Assessment Type

Auto Talent Meter

Compensation

—

Industry *

Hospitality

Experience Level *

Associate

☐ This job is a template

Internal Notes

EDIT

There are no notes yet.

Attachments

ADD

There are no attachments yet.



Job Management

Hiring Process Tab Overview

1

Hiring Process Tab allows you to view the Hiring Team, Hiring Process, and Interview Scorecard.

2

Preview the **hiring process** assigned to this particular job. Hiring Processes may fluctuate depending on the job. Hiring Processes are configured by Admins.

3

Add or edit Hiring Team members associated with this particular job .

The screenshot displays the 'Food & Beverage Manager' interface. At the top, it shows the job location 'London, UK', reference number 'REF5N', and a link 'https://smrtr.io/9LR9R'. The status is 'SOURCING', public, and dated 'Jul 4, 2022'. There are 'ADVERTISE' and 'SHARE' buttons. Below this is a navigation bar with tabs: New, In-review (1), Interview, Offered, Hired, All active (1), Leads, Withdrawn, and Rejected. A secondary navigation bar includes icons for PEOPLE, SOURCING, ACTIVITY, JOB AD, JOB DETAILS, and HIRING PROCESS (1). The main content area is titled 'Hiring process for this job' and shows a 'Default hiring process' with three stages: IN-REVIEW, INTERVIEW, and OFFERED. The IN-REVIEW stage includes a 'SKILLS TEST' icon. The INTERVIEW stage includes 'TEAM INTERVIEW' and 'FINAL INTERVIEW' icons. The OFFERED stage includes a 'TO BE HIRED' icon. A note states: 'This hiring process applies to all jobs by default. You can configure special processes for jobs matching certain criteria, e.g. "Engineering" in "France". Use 'ORG FIELDS' to manage hiring processes configuration.' Below this is the 'Hiring team' section, which includes a search bar for 'Name or Email', a dropdown menu, and an 'ADD TO HIRING TEAM' button. A card for 'Ines SmartRecruiters' is shown with a 'Recruiter' role. A callout box says 'Invite other people! SmartRecruiters is even more powerful when you invite others. Increase collaboration, receive more candidates, make the right hire.'



Best Practice:

Hiring Teams are important to complete. Collaboration and communication happen here

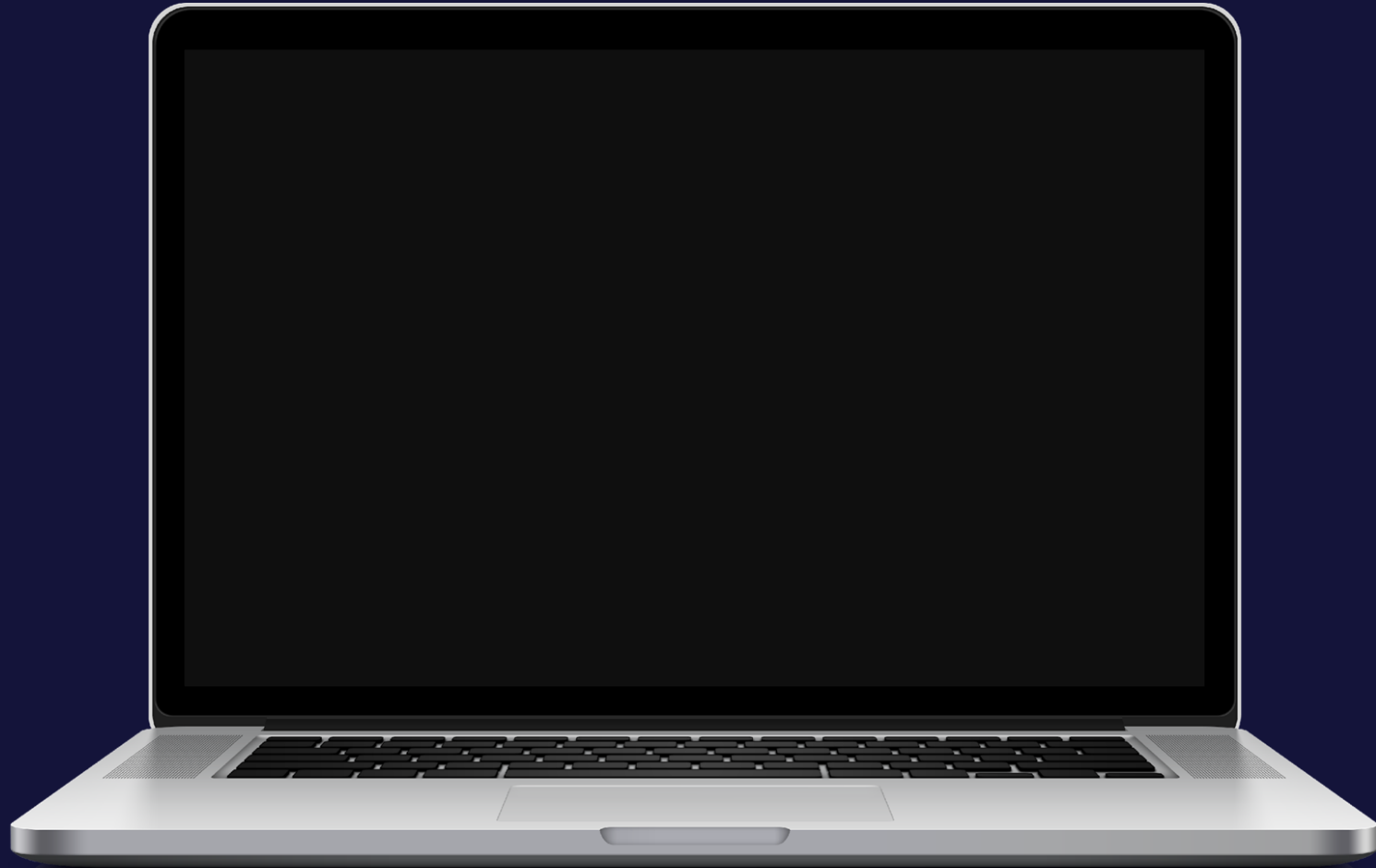


05

CANDIDATE EXPERIENCE

Let's apply for a job

DEMONSTRATION



The Candidate Experience

Auto Reply

1

Candidates will receive an Auto Reply when they submit their application, that also grants them access to the candidate portal if desired.

Auto Reply are configured by your admin, and get applied based on the job detail values you select when creating your job

Subject

Thank you for your application to [m_job_title] at Accor

Message

Format **B** **I** **U** **☰** **☰** **☰** **A** **A** **🖼️** Add merge field **+**

Add form **+**

{Other.CompanyLogos1}

Dear [m_applicant_first_name],

We have received your application for the position of [m_job_title] and are currently reviewing your experience and qualifications.

If you would like to review your candidate file, click here.

If your profile corresponds to our requirements, a member of our Talent & Culture Department will contact you soon.

By applying to job opportunities with Accor, your candidate profile is retained in our Talent Pool for 2 years following your last activity date. Being part of our Talent Pool allows your profile to be visible to the Recruiters within your geographic area and they may reach out to you directly for consideration for potential job opportunities. If you do not wish to be part of our Talent Pool, you can request data deletion from our system, as per the GDPR regulation, by sending an e-mail to gdp@ines-helpdesk.freshdesk.com

We thank you for your interest in [m_company_name].

Best regards,
Talent & Culture Department
[m_company_name]

Replies to this message are undeliverable and will not reach the Talent & Culture Department. Please do not reply.

Example : Test

Moen 10:47 (il y a 5 minutes) ☆ ↶ ⋮
À moi ▾

🌐 anglais ▾ > français ▾ Traduire le message Désactiver pour : anglais ✕

Dear AudreyTEST,

We have received your application for the job of Executive Assistant with Moen. Your application will be reviewed and you will be contacted by a Human Resources Representative if your background and qualifications match the needs of the position.

You can track the status of your application by logging into your profile and clicking on the link to view the status of all positions you applied to.

This is an automated email response. Please do not reply.

Thanks again,
Moen Human Resources

[Access my SmartRecruiters Profile](#)

Please do not share or forward this email. It may grant access to your SmartProfile and applications

Réception 10:51 85 % 🔋

Moen 10:47
À : Audrey Aubry >

Thank you for applying to Moen

Dear AudreyTEST,

We have received your application for the job of Executive Assistant with Moen. Your application will be reviewed and you will be contacted by a Human Resources Representative if your background and qualifications match the needs of the position.

You can track the status of your application by logging into your profile and clicking on the link to view the status of all positions you applied to.

This is an automated email response. Please do not reply.

Thanks again,
Moen Human Resources

[Access my SmartRecruiters Profile](#)

Please do not share or forward this email. It may grant access to your SmartProfile and applications



The Candidate Experience

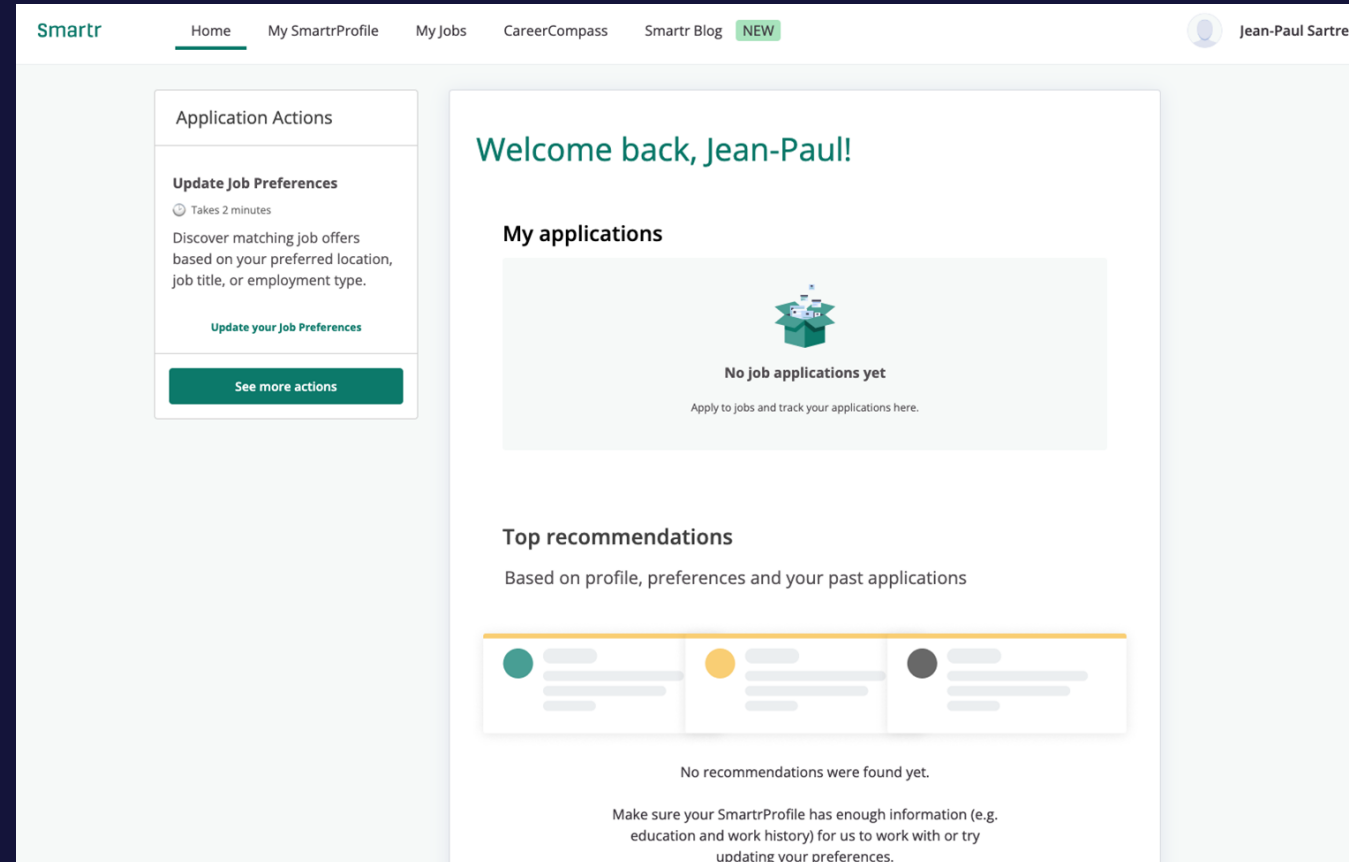
Candidate Portal

Example

1

External applicants can track their application status (high level) through their candidate portal

External candidates can view all email communication, update diversity screening questions, and withdraw their application through their portal



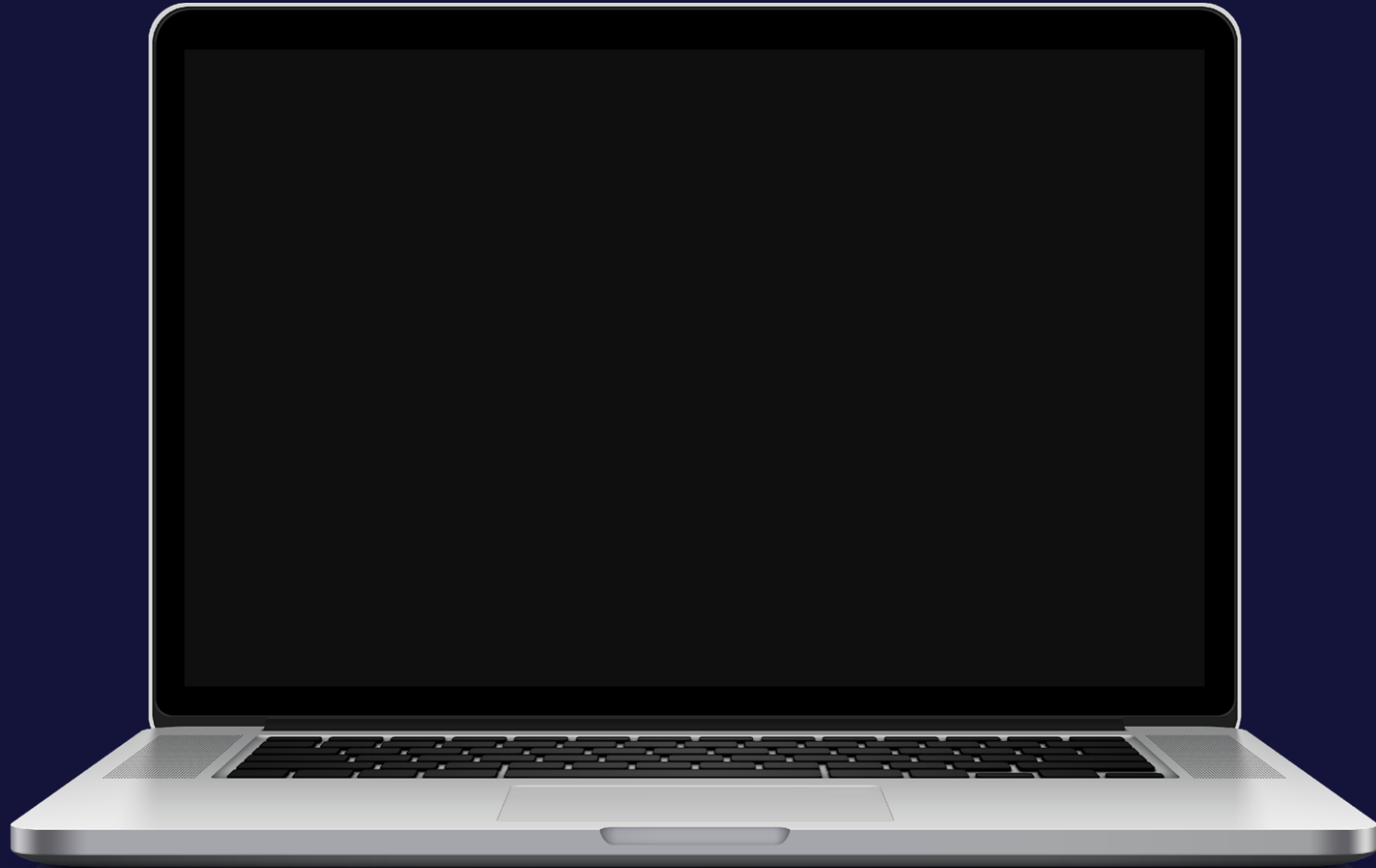
06

CANDIDATE MANAGEMENT



Let's manage candidates

DEMONSTRATION



Candidate Management

Candidate Profile



Main Points:

All information as it relates to a candidate - from basic to detailed, including assessment results, attachments, offer letters, etc. Information is either fed in manually or parsed from a resume.

- **Emails:** Where you communicate with the candidate
- **Reviews:** Where you review a candidate. If interview scorecards are assigned, they'll appear here as well for review
- **Interview:** Where you schedule interviews
- **Notes:** Internal communications with hiring team members and notes about the candidates
- **Activity:** Candidate activity in chronological order
- **Offer:** Where offer approvals are captured, as well as offer letters generated and sent to the candidate
- **More:** Where you can review screening questions, or hire a candidate

1

View the candidate's personal information and access the social profile they applied with. You can change their contact details if necessary.

2

View the candidate's source, the date of their application and the average of the ratings assigned to them.
The arrow takes you to the next candidate on your list or selection of candidates.

Steve Testo Marketing Project Manager at Hoist Group
0635926398
steve.testo@yopmail.com

1 Edit contact info

2

Food & Beverage Manager ☆☆☆☆
London, United Kingdom • REFSN
From agefiph on Jul 5, 2022

SKILLS TEST
In Review

New In Review Interview Offered Hired

MOVE FORWARD **REJECT**

Attachments ADD

Resume

Assessments

Assessment Name	Actions
Background Check	BROWSE
Behavioral Assessment	BROWSE
Reference Check	BROWSE
Skills Test	BROWSE
Video Interview	BROWSE

Other applications

Experience ADD

Date	Position	Company	Description
Jan 2017 - Jan 2019 2 years, a month	Marketing Project Manager	Hoist Group	Hoist Group develops and supplies systems, products and services to independent hotels & hotel chains in Europe and the Middle East. Developed a new marketing strategy based on Inbound Marketing, to increase lead generation and brand awareness. Social media management (Instagram, Twitter & LinkedIn) with ... SHOW MORE
Jan 2015 - Jan 2017 2 years, a month	Marketing Project Manager	Orange Orange S.A., formerly France Télécom S.A.	Orange S.A., formerly France Télécom S.A., is a French multinational telecommunications corporation. Assisted the launch of new BtoB offers : market studies, pricing, sales training, user stories. Kept track on clients satisfaction through surveys and analyzing results (strong analytical skills with ... SHOW MORE
Jan 2013 - Jan 2015 2 years, a month	Marketing Project Manager	BV Promo	BV Promo is a french supplier of promotional products. Social Media Management : Using CMS tools (Hootsuite) to manage Facebook, Twitter, LinkedIn, keeping track on metrics (Engagement, Reach, Leads). Internal Communication Management : keeping everyone informed and motivated. Assisted the ... SHOW MORE

Education ADD

Date	Degree	Institution
Sep 2015 - Jun 2017 a year, 10 months	Master - Master's Degree : Marketing & Brand Awareness	IAE Gustave Eiffel Créteil, France



Candidate Management

Request Consent

The screenshot shows a candidate profile for Steve Testo, Marketing Project Manager at Hoist Group. The profile includes contact information: phone number 0635926398 and email steve.testo@yopmail.com. Below the profile, there are tabs for Emails (1), Reviews, Interviews, Notes, and Active. A modal window titled 'Consent status' is open, displaying a warning icon and the text 'Consent required'. At the bottom of the modal, there are buttons for 'CLOSE' and 'REQUEST CONSENT'. The number '1' is placed next to the padlock icon on the candidate's name, and the number '2' is placed next to the 'REQUEST CONSENT' button.

1

Under the candidate's profile, select the "padlock" next to the candidate's name, this action will allow you to ask the candidate's consent to be present in our database in accordance with GDPR standards.



Main Points:

It is very important to ensure that candidates applying for your job offers have given their consent to be present in the database in accordance with GDPR standards. Without this consent, the candidate's profile will be deleted in 30 days.

2

Click on "Request consent", the candidate will receive an email asking for their agreement.




Candidate Management

Request Consent

Consent status

Pending consent request: Sep 5, 2022

 Consent required

CLOSE

CJ

Christelle Jouin 

RRH et Chef de projets RH chez DOCAPOSTE

 Brie Comte Robert

 +33683034248

 chrisrayon@hotmail.com

1

The status of the consent request remains pending until the candidate gives us approval.

2

Once the candidate's consent has been given, a "validated" check mark appears on the lock



Candidate Management

Candidate Profile

1

The CV information is collected within the profile (CV parsing). The CV is attached and can be downloaded. Attachments sent by the candidate in response to a message sent from SmartRecruiters will also be attached here.

2

Depending on the hiring process and selection in the organizational field of the job, the access and result of assessments will be visible in this section. (Talent Meter – Auto or manual and SHL) View high-level status of assessments.

Experience

1

ADD

Jan 2017 - Jan 2019
2 years, a month

Marketing Project Manager
Hoist Group
Hoist Group develops and supplies systems, products and services to independent hotels & hotel chains in Europe and the Middle East. Developed a new marketing strategy based on Inbound Marketing, to increase lead generation and brand awareness. Social media management (Instagram, Twitter & LinkedIn) with
... SHOW MORE

Jan 2015 - Jan 2017
2 years, a month

Marketing Project Manager
Orange Orange S.A., formerly France Télécom S.A.
Orange S.A., formerly France Télécom S.A., is a French multinational telecommunications corporation. Assisted the launch of new BtoB offers : market studies, pricing, sales training, user stories. Kept track on clients satisfaction through surveys and analyzing results (strong analytical skills with
... SHOW MORE

Jan 2013 - Jan 2015
2 years, a month

Marketing Project Manager
BV Promo
BV Promo is a french supplier of promotional products. Social Media Management : Using CMS tools (Hootsuite) to manage Facebook, Twitter, LinkedIn, keeping track on metrics (Engagement, Reach, Leads). Internal Communication Management : keeping everyone informed and motivated. Assisted the
... SHOW MORE

Education

ADD

Sep 2015 - Jun 2017
a year, 10 months

Master - Master's Degree : Marketing & Brand Awareness
IAE Gustave Eiffel Créteil, France

Sep 2014 - Jun 2015
10 months

Bachelor - Bachelor's Degree : Marketing Management
IAE Gustave Eiffel Créteil, France

SKILLS TEST

In Review

New

In Review

Interview

Offered

Hired

MOVE FORWARD

REJECT

Attachments

ADD

Resume

1

Assessments

Background Check

2

BROWSE

Behavioral Assessment

BROWSE

Reference Check

BROWSE

Skills Test

BROWSE

Video Interview

BROWSE

Other applications

All applications

View all past and previous applications at once



Candidate Management

Candidate Profile - Candidate's progression throughout the process

1

Your hiring process is reflected through a list of sub-statuses that you can assign to your candidate at any time to track their progress.

2

The main stages "In review", "Interview", "Offered" and "Hired" are assigned automatically according to the actions you carry out on the candidate's profile.

Default hiring process

The screenshot shows a candidate profile for 'Food & Beverage Manager' with a rating of five stars. The location is 'London, United Kingdom' and the reference number is 'REF5N'. The candidate was added on 'Jul 5, 2022'. The 'SKILLS TEST' section shows a progress bar that is currently in the 'In Review' stage. Below the progress bar, there are buttons for 'MOVE FORWARD' and 'REJECT'. A dropdown menu is open, showing the following stages: 'New', 'In Review', 'Skills Test', 'Interview', 'Team Interview', 'Final Interview', 'Offered', 'TO BE HIRED', and 'Hired'. The 'In Review' stage is highlighted with a blue box and a '1' label. The 'Interview' stage is highlighted with a blue box and a '2' label. To the right of the dropdown menu, there are 'ADD' and 'BROWSE' buttons for each stage.

Manual Assesment – Talent Meter
Hiring process or Auto assesment

The screenshot shows a candidate profile for 'Training Session' with a rating of five stars. The location is 'Ukiah, CA' and the reference number is 'REF200E'. The candidate was added on 'Sep 2, 2022'. The 'New' section shows a progress bar that is currently in the 'In Review' stage. Below the progress bar, there are buttons for 'MOVE FORWARD' and 'REJECT'. A dropdown menu is open, showing the following stages: 'New', 'In Review', 'Hiring Team Screen', 'Test Assignment', 'Interview', 'Team Interview', 'Test Assignment', 'Final Interview', 'Offered', 'To be hired', and 'Hired'. The 'In Review' stage is highlighted with a blue box. To the right of the dropdown menu, there are 'ADD', 'BROWSE', and 'BROWSE' buttons for each stage.



Candidate Management

Candidate Profile – Send emails to candidates

1

Use personalized email templates to quickly get in touch with your candidates. Merge fields make it easier to retrieve candidates or job data at the time of sending. You can edit the message, add blind copy recipients, and attach documents when sending.

2

The candidate's responses will be received in your inbox and synchronized in the SmartRecruiters candidate profile for easy access to your history of exchanges.

The screenshot displays the SmartRecruiters interface for sending an email to a candidate. The top header shows the candidate's profile for Christophe Viaud, a Responsible at U EXPRESS Coop Atlantique, St Maixent l'Ecole. The interface includes a navigation bar with tabs: Emails, Reviews, Interviews, Notes (1), Activity, Forms, and More. The 'Emails' tab is active, and a dropdown menu shows a selection of email templates, with 'EN - Ines_TalentMeter_Assessment_Questionnaire Manual' selected. The email composition area includes a 'Format' toolbar with options like Bold, Italic, Underline, and a 'Send message' button. The email body contains a personalized message with merge fields like {m_applicant_first_name} and {m_job_title}. The right sidebar shows the candidate's status as 'New' and a progress bar with stages: New, In Review, Interview, Offered, and Hired. It also includes sections for Attachments (Resume), Assessments (Background Check, Behavioral Assessment, Reference Check, Skills Test, Video Interview), and Other applications.



Best Practice:

- All general communication with the candidate is to be completed via the emails tab.
- Emails can only be sent to the candidate via this tab
- Use a template or free text
- Multiple formatting options are available.
- You can add attachments and Bcc your colleagues on the communication.



Candidate Management

Candidate Profile – Review

1

Capture an overall rating, leaving detail as to why you selected the rating you did.



Main Points:

Rating system:

- 1 ★ Definitely not
- 2 ★ No
- 3 ★ Maybe
- 4 ★ Yes
- 5 ★ Strong yes

CV

Christophe Viaud

Responsable at U EXPRESS Coop Atlantique. St Maixent l'Ecole

Loudun, fr

+33780558580

Chrisvien86@yopmail.com

Edit contact info

Emails

Reviews

Interviews

Notes (1)

Activity

Forms

More ▾

Overall Rating ^{*}

☆☆☆☆☆

1

Enter your feedback

CANCEL

SUBMIT REVIEW

[Click here to see all the reviews you have access to.](#)

Candidate List ▾

1

Training Session

Ukiah, CA • REF200E

From Other

on Sep 2, 2022

New

New

In Review

Interview

Offered

Hired

MOVE FORWARD

▼

REJECT

⋮

Attachments

ADD


Resume


57


Candidate Management


Candidate Profile – Schedule an Interview

CV

Christophe Viaud 
Responsable at U EXPRESS Coop Atlantique. St Maixent l'Ecole

 Loudun, fr

 +33780558580

 Chrisvien86@yopmail.com

Edit contact info

Emails

Reviews

Interviews

Notes (1)

Activity

Forms

More ▾

No interviews for Christophe Viaud have been scheduled yet.

SCHEDULE INTERVIEW

3

Select which team members to invite or add new interviewers, then check their availability.

4

Select the type of interview, its duration, its title, modify the interviewers, add a meeting room and, if necessary, an internal comment.

1

Schedule a new interview

2

Select a time slot.

Back

New Interview with Kenna Crispin-Bauer (phone: 433456789)

2

Pick a time

Step On-Site Interview

Where Job location

< > Tuesday, March 5, 2019

Add calendars

PST

Hiring Team

☒ Kenna Crispin-Bauer

☐ Henry HM

☐ Kenna Basic User

3:00 am

4:00 am

5:00 am

6:00 am

7:00 am

8:00 am

9:00 am

Details

Interview type

Hiring Manager Screen


Duration

30 mins

Event title for interviewers

Interview (Hiring Manager Screen) - Kenna Crispin-Bauer and

Who

 Kenna Crispin-Bauer

Select interviewers

Resources

Select resources

Note

Add note to interviewers for this time slot

Add

Cancel

9:00 am - 9:30 am Interview (Hiring Manager Screen) - Kenna Crispin-Bauer and Kenna Sandbox



Candidate Management

Candidate Profile – Schedule an Interview

1

You can customize your interview confirmation emails thanks to pre-configured templates.

2

You can add a message for interviewers.

Interview options
☐ Make interview invitations private
Summary - Interview on Saturday Sep 3, 2022 (CEST)
No interviews scheduled yet. Click and drag to schedule an interview
[Remove invite to candidate](#)

EN - Invitation to Candidate for Personal Interview

Details

Invitation to Interview for [m_job_title]

Format

B **I** **U** **☰** **☷** **🔗** **🔗** **A** **A** **🖼** **Add merge field** **Add form**

{Other.CompanyLogos1}

Dear [m_applicant_first_name],

Thank you very much for your application and interest in our opportunity for [m_job_title] at [m_job_location_address]. Based on your unique talents and experience, we would be very interested in speaking with you regarding this opportunity.

Kindly advise if the below interview timing will work for your schedule.

Interview:
Date:
Time:
Location:

Should the above time and day not work for you, please let us know and we will be happy to arrange an alternative.

We look forward to speaking with you regarding this exciting opportunity.

Best regards,
Talent & Culture Department
[m_company_name]

Replies to this message are undeliverable and will not reach the Talent & Culture Department. Please do not reply.

[+ Add message to interviewers](#)

2

CANCEL

SEND



Candidate Management

Candidate Profile – Modify or cancel an Interview

1

Modify, Cancel or Schedule a new interview

2

Check the status of invitations and resend them if necessary

3

View information from previous interviews

Emails (2)Reviews (2)Interviews (1)NotesActivityFormsMore ▾

Upcoming Interviews

SCHEDULE NEW

JOB LOCATION

September 3, 2021 • 10:00 AM - 10:30 AM (GMT+2)

📍 Azusa, CA, USA

✗ Candidate declined [RESEND INVITE](#)

Scheduled by Agathe de Rasilly on Sep 2, 2021 at 6:27 PM

10:00 AM - 10:30 AM

Final Interview

3

Agathe de Rasilly
Interviewer

✓

1

Edit

Cancel



Candidate Management

Candidate Profile – Share about a candidate

1

Enter your notes quickly, share the candidate profile with your colleagues or ask a colleague to rate the candidate using @mentions and #hashtags.

2

Choose the type of note you want to post

The screenshot displays the 'Notes' tab for a candidate named Christophe Viaud. The interface includes a header with the candidate's name, job title, location, phone number, and email. Below the header is a navigation bar with tabs for Emails, Reviews, Interviews, Notes (1), Activity, Forms, and More. The main content area shows a search bar with the hashtag #Christophe Viaud, a dropdown menu for note types, and a list of notes. A dropdown menu is open, showing four options: Open note, Direct message, Everyone, and Note to self. The 'Open note' option is selected.

Christophe Viaud

Responsable at U EXPRESS Coop Atlantique. St Maixent l'Ecole

Loudun
 +3377777777
 aude@yopmail.com [Edit contact info](#)

Emails Reviews Interviews **Notes (1)** Activity Forms More ▾

OPEN NOTE ▾ [POST](#)

You created a note
Training test

[Comment](#) · [Agree](#) · [Delete](#) · 2 hours ago ·

Open note
A note that everyone with access to the candidate can see

Direct message
A note between you and a colleague that admins can't see

Everyone
Everyone at your company

Note to self
A note that only you and admins can see

[ADD](#)

Experience



Candidate Management

Candidate Profile – Fill out the interview scorecard

1

View the history of exchanges and evaluations on this candidate.

CV

Christophe Viaud

Responsable at U EXPRESS Coop Atlantique. St Maixent l'Ecole

Loudun

+3377777777

aude@yopmail.com

Edit contact info

Emails

Reviews (1)

Interviews

Notes (1)

Activity

Forms

More

You rated Christophe Viaud

★★★★☆ for Training Session in New step

Perfect !

Comment

Agree

Edit

a few seconds ago

You updated profile of Christophe Viaud

30 minutes ago

You created a note

Training test

Comment

Agree

Delete

2 hours ago

You added Christophe Viaud to Training Session

2 hours ago

1

62

Candidate Management

Candidate Profile – Differ

1

Select Defer from the ellipses. Select a date for when to be reminded to re-engage the candidate, and a note that is visible to users with access to this candidate.



Main Points:

- Once deferred, SmartRecruiters adds the event to the Notes tab of the candidate's profile and to Hireloop so that the whole team knows this candidate had been deferred; why; and for how long.
- Deferred candidates are also clearly marked in the People page's list and on the Applicant list (of the job).

RESUME/CV REVIEW

In Review

New In Review Interview Offered Hired

MOVE FORWARD REJECT

Attachments

Resume

Assessments

Background Check BROWSE

Behavioral Assessment BROWSE

Reference Check BROWSE

Skills Test BROWSE

Mark as Withdrawn

Add to job

Add to community

Remove from this job

Defer

Delete

Defer Candidate

Deferring candidate does not alert candidate

Until when

Sep 4, 2021

Note

The applicant isn't available until December.

CANCEL DEFER

Account Manager ★★★★★

Azusa, CA • 127352

Referred by Kylie R_Miller on Jul 21, 2021

Deferred

Deferred by Marine Charles until Sep 4, 2021

"The applicant isn't available until December."

Re-engage • Edit

RESUME/CV REVIEW

In Review

New In Review Interview Offered Hired

MOVE FORWARD REJECT



Candidate Management

Candidate Profile – Reject a candidate

Reject a candidate

2
Choose the deadline for sending the email

3 Choose the rejection email template

3

Choose if you want to display “Hiring team” in signature

Training Session

★★★★☆

Ukiah, CA • REF200E

From Other

on Sep 2, 2022

HIRING TEAM SCREEN

In Review

New

In Review

Interview

Offered

Hired

MOVE FORWARD

▼

REJECT

⋮

Reject Candidate

Reason for rejection (Will not be visible or emailed to the applicant) *

Ineligible to work in location

2

☒ Send rejection email.

IMMEDIATELY

IN 2 BUSINESS DAYS

IN 5 BUSINESS DAYS

CUSTOM

EN - Rejection - No rights to work in

3

Add attachment
BCC

Christophe Viaudx

Thank You - [m_job_title] at Accor

Format
B
I
U
List
Link
Image
Add merge field

Dear [m_applicant_first_name],

We have received your application and since you indicated that you are not currently legally eligible to work in this country, we regret to inform you that due to immigration restrictions we are not able to pursue your application at this time.

If you are now legally eligible to work in this country and currently hold the appropriate work authorization, please contact us to reactivate your application.

We will retain your candidate profile in our Talent Pool for 2 years following your last activity date. Being part of our Talent Pool allows your profile to be visible to the Recruiters within your geographic area and they may reach out to you directly for consideration for potential job opportunities. If you do not wish to be part of our Talent Pool, you can request data deletion from our system, as per the GDPR regulation, by sending an e-mail to gdp@ines-helpdesk.freshdesk.com

We thank you for your interest in [m_company_name] and wish you all the best in your career.

Best regards,
Talent & Culture Department
[m_company_name]

4

☐ Show sender as "Hiring Team" instead of my name

CANCEL

REJECT AND SEND

Candidate Management

Candidate Profile – Mark as withdrawn

1

Mark as Withdrawn

2

Select a reason for Withdrawal



Best Practice:

- It is best practice to always disposition candidates when closing a requisition. Rejecting a candidate typically means they were not a fit for the position by the company's decision, whereas candidate withdrawn typically means the candidate withdrew their application.

- A candidate can choose to mark themselves as withdrawn via the candidate portal, or if they tell you that they are no longer interested you can manually mark them as withdrawn with the correct reason.

Training Session ★★★★★

Ukiah, CA • REF200E

From Other
on Sep 2, 2022

HIRING TEAM SCREEN
In Review

New In Review Interview Offered Hired

MOVE FORWARD **REJECT**

Attachments

Resume

Assessments

Background Check

Mark as Withdrawn 1

Add to another job

Remove from this job

Defer

Delete

Add employee badge

Mark as Withdrawn

Are you sure you want to mark Christophe Viaud as withdrawn?

Reason for Withdrawal

✓ **Select a reason** 2

Took another job

Compensation

Personal reasons

Not willing to relocate

Commute

Cultural fit

Lack of recruiter follow-up

Confusing job description

Will stay in current company

Not interested in the first place

Training Session ★★★★★

Ukiah, CA • REF200E

From Other
on Sep 2, 2022

Withdrawn
Personal reasons

ASSIGN TO ANOTHER JOB **CONVERT**



Candidate Management

Candidate Profile – Assign to another job

1

You just rejected a candidate but you might want to assign them to one of your pools or to another open job. The **"Assign to another job"** button allows you to cut and paste the application. The candidate will then appear as new.

2

Select the position to which the candidate should be assigned

3

Select the position to which the candidate should be assigned

Training Session

★★★★☆

Ukiah, CA • REF200E

From Other

on Sep 2, 2022

Withdrawn

Personal reasons

1

ASSIGN TO ANOTHER JOB

CONVERT

Add to job

Add to job *

Food & Beverage Manager

2

Source type *

Other

Source *

Other

3

☐ And remove from this job

CANCEL

ADD



Candidate Management

Candidate Profile – Hire a candidate


1

Complete the Hire Form and upon confirming the hire the candidate's status will change to hired.

2

The Net Hiring Score is an evaluation grid for the hiring process, it is sent to the hired candidate and the manager 90 days after the starting date.

CV

Christophe Viaud 
Responsable at U EXPRESS Coop Atlantique. St Maixent l'Ecole
📍 Loudun
📞 +3377777777
✉ aude@yopmail.com

Edit contact info

Emails

Reviews

Interviews

Notes

Activity


Forms

More ▾

Confirm Hiring

Start Date

Send Net Hiring Score survey to *



CONFIRM HIRING

Experience

ADD

Jan 2013 - Sep 2018
5 years, 9 months

Responsable
U EXPRESS Coop Atlantique. St Maixent l'Ecole
Missions spécifiques : Inculquer au niveau des hommes (ex ED), les politiques commerciales/humaines

⋮

Candidate List ▾

EN - Food & Beverage Supervisor
☆☆☆☆☆
Paris, France • REF199G
From Other
on Sep 2, 2022

New

New In Review Interview Offered Hired

MOVE FORWARD < REJECT ⋮

New

In Review
Skills Test
Interview
Team Interview
Final Interview
Offered
TO BE HIRED
Hired

ADD

BROWSE
BROWSE
BROWSE
BROWSE



Candidate Management

Candidate Profile – Automated Job Closing



Best Practice:

When no more open positions remain on the job, SmartRecruiters will ask you if you'd like to unpublish the job and reject all remaining candidates.

This is a recommendation but not mandatory. Close out real time to ensure quality Analytics

Congrats on making a hire!

Would you like to unpost the job and reject remaining candidates?

Reason for rejection (Will not be visible or emailed to the applicant)

Did not meet desired qualifications

Immediately In 2 business d... In 5 business d... Custom

Rejection Letter (friendly) Add attachment BCC

Thanks for applying at [m_brand_name]

Dear [m_applicant_first_name],

Thank you for your interest in the [m_job_title] position at [m_brand_name].
Unfortunately, we are unable to offer you a role at this time. I'm sorry it didn't work out for now, but please stay in touch with us, as we are constantly hiring.

I wish you the best of luck in your job search.

Best regards,
[m_employee_first_name] [m_employee_last_name]

Yes, send No, thanks



Knowledge Check

KEY TRAINING POINTS TO REMEMBER



When a job is closed, all applications must be closed, so that the 2-year data retention period can begin.



When the recruiter fills the application, a consent request must be sent. If the candidate does not accept it within 30 days, their data is deleted from the system.



For the sake of traceability and collaboration, communications to candidates should be carried out via the tool as much as possible.



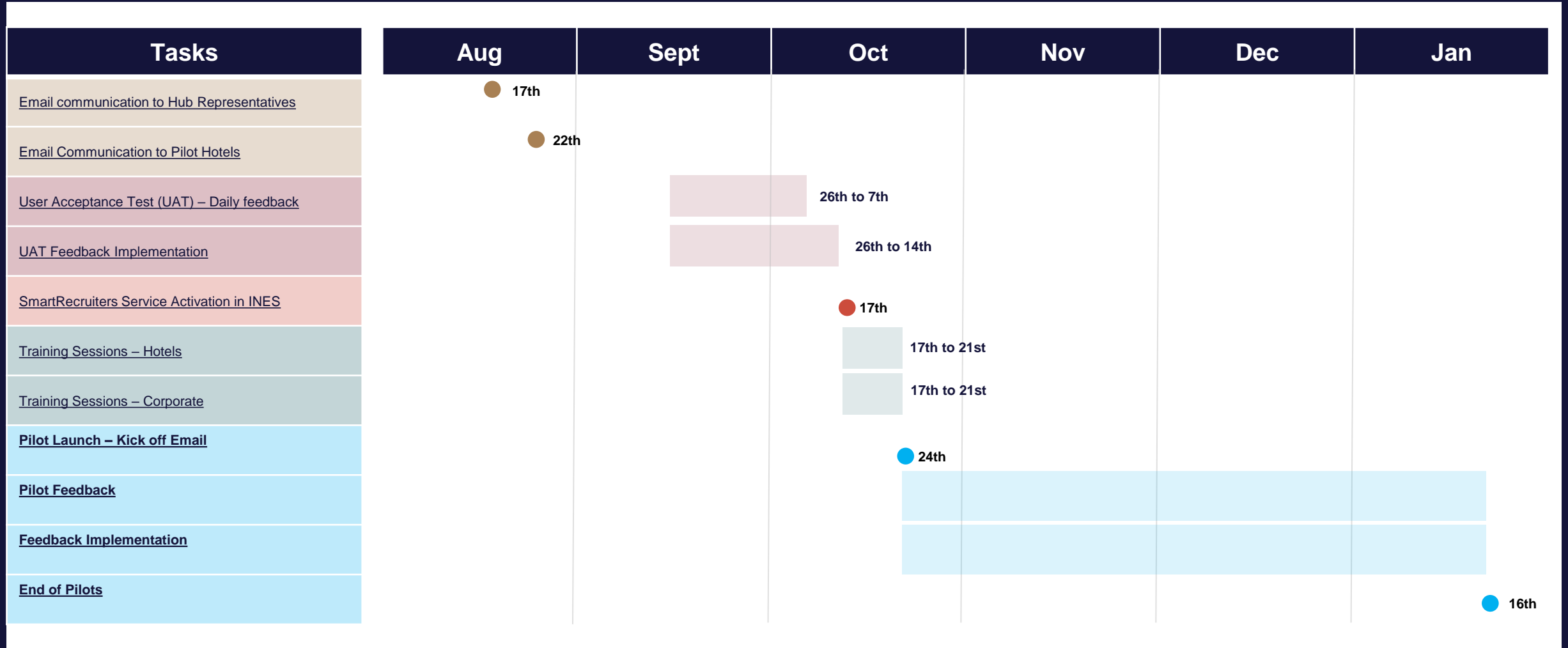


**Do you
have any
questions?**

07

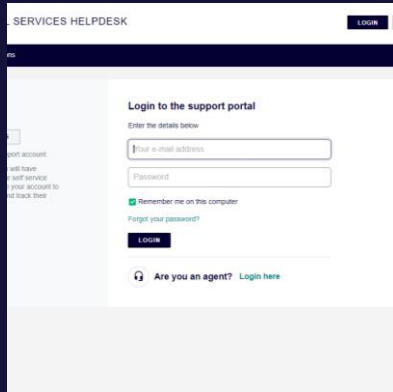
CONCLUSION

Next Steps after our training session:



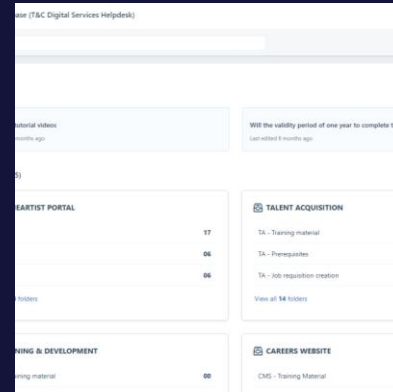
Access to the support

Training Materials & FAQ



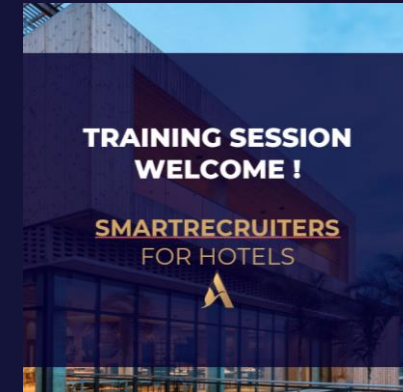
CUSTOMER CARE PLATFORM

Ticketing process on [Freshdesk](#) to raise bugs and enhancement requests



Frequently Asked Questions

Available on [Freshdesk](#)



SUPPORT MATERIALS

Available on Customer Care platform [Freshdesk](#):

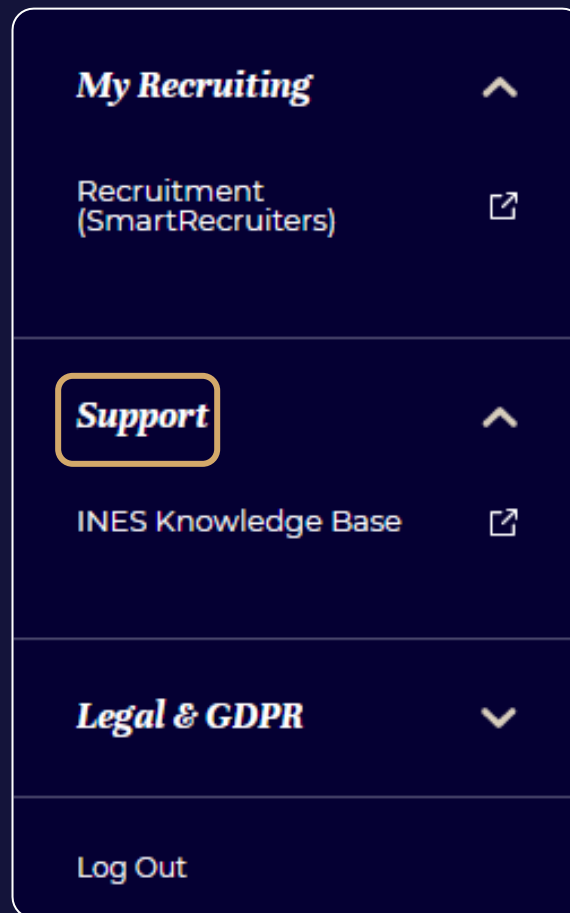
- Training sessions
- Memo Cards
- Mobile App guide



Access to the support

One link, several points of access

On the Heartist Portal:



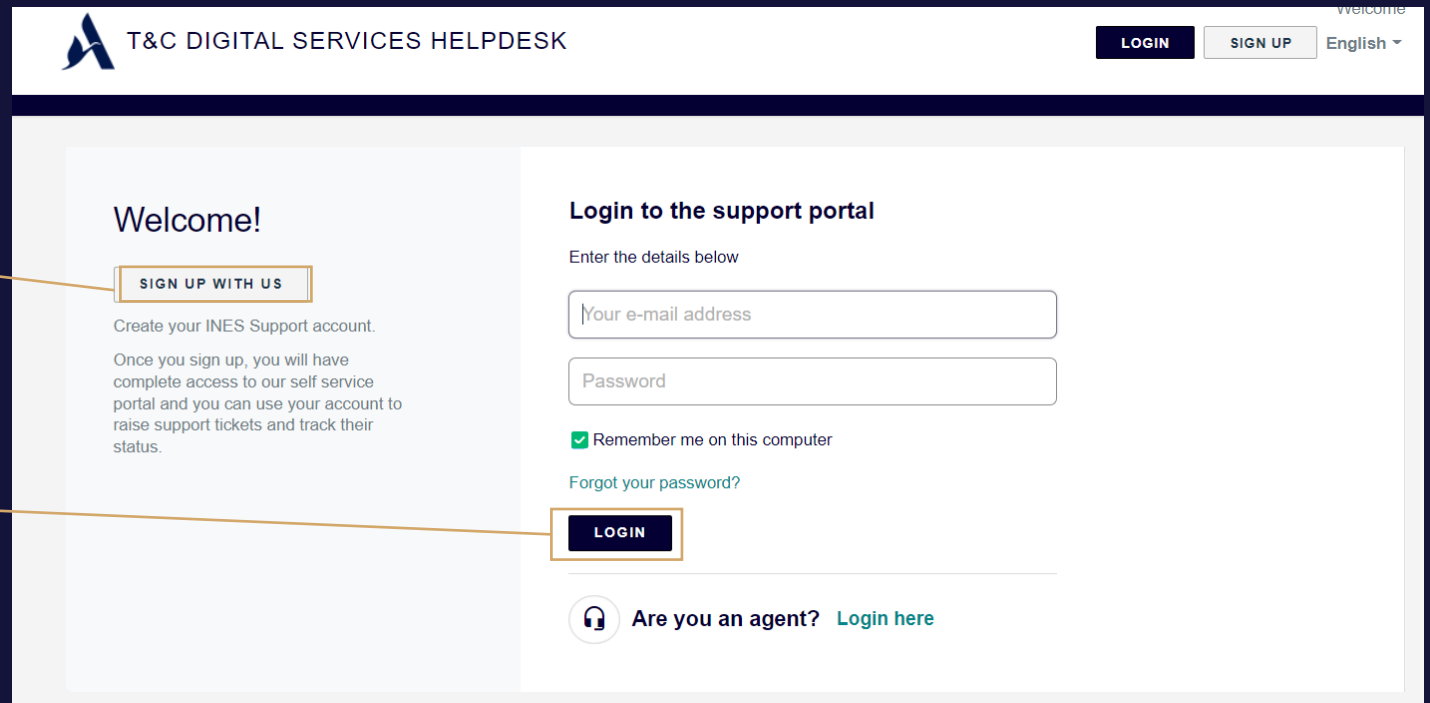
Access to the support

One link, several points of access

If you need to raise a bug or a suggested improvement on the solution, please connect on Freshdesk by opening a [new ticket](#)

User needs to sign-up if they don't have an account.

Or sign-in if they have already an account.



The screenshot shows the 'T&C DIGITAL SERVICES HELPDESK' interface. At the top right, there are 'LOGIN' and 'SIGN UP' buttons, along with a language dropdown set to 'English'. The main content area is split into two columns. The left column, titled 'Welcome!', contains a 'SIGN UP WITH US' button and text explaining the benefits of creating an account. The right column, titled 'Login to the support portal', contains a form with fields for 'Your e-mail address' and 'Password', a 'Remember me on this computer' checkbox, and a 'Forgot your password?' link. A 'LOGIN' button is positioned below the password field. At the bottom right, there is a link for agents to 'Login here'.

welcome

T&C DIGITAL SERVICES HELPDESK

LOGIN SIGN UP English ▾

Welcome!

SIGN UP WITH US

Create your INES Support account.

Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.

Login to the support portal

Enter the details below


Your e-mail address

Password

☒ Remember me on this computer

[Forgot your password?](#)

LOGIN

 Are you an agent? [Login here](#)





Thank You!



RAFFLES \ ORIENT EXPRESS \ BANYAN TREE \ DELANO \ SOFITEL LEGEND \ FAIRMONT \ SLS \ SO \ SOFITEL \ RIXOS
ONEFINESTAY \ MANTIS \ MGALLERY \ 21C \ ART SERIES \ MONDRIAN \ PULLMAN \ SWISSÔTEL \ ANGSANA \ 25HOURS HOTELS
HYDE \ MÖVENPICK \ GRAND MERCURE \ PEPPERS \ THE SEBEL \ MANTRA \ NOVOTEL \ MERCURE \ ADAGIO
MAMA SHELTER \ TRIBE \ BREAKFREE \ IBIS \ IBIS STYLES \ IBIS BUDGET \ JO&JOE \ HOTELF1