

CUSTOMER SUCCESS STORY:

Customer Success Story: Flying Food Group

This food production company had issues filling early morning shifts, but PeopleReady helped them find reliable workers who showed up on time and met important deadlines.



CHALLENGE

Large-scale food production company Flying Food Group, or FFG, has an assortment of major clients, including a leading national retail coffee chain. Along with their coffee and signature beverages, the chain also offers sandwiches, parfaits, fruit salads and many other food options. In the fall of 2021, they required more workers at their Vernon, California warehouse for product assembly, packaging and labeling duties. These workers would need to work efficiently in a fast-paced, temperature-controlled environment — the warehouse was kept to 35 degrees Fahrenheit in order to comply with food safety standards. Another potential staffing challenge: Shifts for these roles were during the early morning hours starting at 2 a.m.

SOLUTION

A different FFG location had used PeopleReady's staffing services in 2019 to great success, so the Vernon location's HR manager reached out to PeopleReady again for this project. Despite the difficulty of filling the early morning shift, our staffing experts were able to identify qualified candidates and select the most reliable ones for this project. Although these were originally devised as temporary positions, FFG has often used the overnight shift to vet candidates and evaluate which ones have the strengths and skills to succeed in full-time roles. PeopleReady ensured that workers understood they could be considered for a full-time position based on their performance. As a result, many of them were motivated to put their best foot forward.

PeopleReady branch managers who supported FFG also knew the power of a personal touch in building a staffing partnership. They maintained daily communication with FFG so that they always knew how many workers to expect and whether there were any issues filling an order.

RESULTS

By partnering with PeopleReady, FFG found approximately 30 long-term temporary workers who regularly work 40 hours a week. The company has been so pleased with the performance of these workers that they requested an additional 30 workers. They appreciated many of the qualities exhibited by PeopleReady associates, including their dedication, flexibility and patience. Several of these associates are poised to become permanent, full-time employees in the near future.

Compared with the other staffing agency they work with, FFG managers said that PeopleReady was able to send them a sufficient number of workers more consistently, earning us status as their primary staffing partner. Thanks to PeopleReady's ability to staff efficiently at all times, FFG's client is better able to serve the growing number of people who enjoy their coffee, meals and snacks every day.