



## VALET LIVING + QUANTUM WORKPLACE

# “Valet Living, as far as I’m concerned, is a Quantum Workplace customer for life.”

Nicole Davies, VP of Talent Optimization at Valet Living



INDUSTRY: PROFESSIONAL SERVICES

EMPLOYEES: 5,001 - 10,000

VALETLIVING.COM

**2.3%**

INCREASE IN REVENUE  
CONTRIBUTION PER EMPLOYEE

**9.8% & 4.9%**

INCREASE IN KPI ATTAINMENT  
FOR SALES AND OPERATIONS  
TEAMS, RESPECTIVELY

**25.1%**

INCREASE IN HEADCOUNT

All comparisons are year over year.

Getting performance management right. That was the first item on Nicole Davies’ agenda when she started as Valet Living’s first VP of Learning, Talent, and Performance. Described as a “27-year-old start-up,” Davies entered an organization that had zero structure, programs, or support for employee performance. Serving 1.5 million doors through their concierge service with 6,700 employees nationwide, Davies’ mission was to create a new and exciting way of streamlining performance management that also aligned with the organization’s employee engagement efforts.

### VALET LIVING USES QUANTUM WORKPLACE’S FULL PLATFORM TO:

- Identify and retain the right talent
- Acknowledge and leverage the individual strengths of its employees
- Link performance management efforts to employee engagement initiatives to keep a workforce of 6,700 employees engaged in their work
- Allow employees to learn and develop within the flow of their day-to-day responsibilities



## DOOR-TO-DOOR CONCIERGE SERVICES WANTS TO DO PERFORMANCE RIGHT

Three years ago, Valet Living expanded from a door-to-door trash service in the residential living industry into a full concierge service - providing services like taking the dogs out on walks, delivering packages, and picking up dry cleaning. Operating in 42 states and serving 1.5 million doors, Valet Living realized it needed a way to streamline performance management and keep its rapidly growing, dispersed workforce engaged.

Nicole Davies entered the organization as its first VP of Learning, Talent, and Performance and quickly learned there was no strategy or system for encouraging or motivating employees - 6,000 of whom were part-time and remote. Due to sporadic part-time schedules, Valet Living had an estimated two hours per day to engage with its part-time workforce. Davies needed an optimized performance management strategy to deliver HR content that could educate and motivate employees in a short window of time.

"We have such a limited opportunity to connect with them. We need to be able to deliver anything we do with them in the flow of work, which includes our engagement survey," Davies says. Valet Living uses its own mobile app to communicate company information with its employees that allows employees to complete their day-to-day responsibilities. But Davies and Valet Living were searching for a way to expand its employee engagement and performance management practices and motivate employee productivity in the same way.

### QUANTUM WORKPLACE PROVIDES VALET LIVING A NEW AND EXCITING WAY OF STREAMLINING PERFORMANCE

"**You had me at hello with regards to one-on-one conversations.**" Davies knew once she saw Quantum Workplace's one-on-one tool that it was the flexible performance management solution Valet Living needed. In the winter of 2018, Valet Living implemented the one-on-one tool to present a new, exciting, and efficient way to engage full-time and part-time employees through frequent micro-burst conversations.

Using Quantum Workplace's one-on-one tool, Valet Living's managers and associates have monthly conversations that fit within the flow of their work. Characterized as a feed-forward process centered around internal goals, associates have conversations about what they want to accomplish over the next 30 days. "**Employees really value, honor, understand, and appreciate the power of having written and personal conversations each month,**" says Davies. Built into the process is the message to associates that they matter, she says. It's a two-way conversation about what success looks like for that employee's specific role, and it provides employees with an opportunity to raise questions and talk about how they feel about the work they're doing.

A quick, seamless, and effective implementation of the one-on-ones tool has allowed Valet Living to expand its performance management practices and leverage more of Quantum Workplace's suite, including Vitals to make more strategic, proactive talent decisions.



"We are absolutely thrilled with our Quantum Workplace relationship."

NICOLE DAVIES, VP OF TALENT OPTIMIZATION AT VALET LIVING

### Key Performance Successes:

98%

of associates had a conversation in the first month of implementing one-on-ones

84%

average monthly participation in one-on-ones

92%

participation in Vitals, Quantum Workplace's talent review solution