

“ Our co-employment transition has been smooth, and there hasn't been a moment of inconvenience. Each property feels more confident knowing we have experts working on our behalf in HR, payroll, and benefits.”

- Angie Hines

- General Manager, InterContinental Hotels Group (IHG®)

CHALLENGE

INFINITI HR, known for servicing a diverse cohort of single unit and multi unit owners across emerging and established franchise brands, was contacted by Best Western® Hotels & Resorts in September of 2018. As a privately held hotel brand with a global network of approximately 4,500 hotels in nearly 100 countries and territories worldwide, Best Western® was looking for an integrated solution to its HR challenges.

Their biggest challenge? Each Best Western® branded hotel location is too small to warrant an HR team at every property, but Best Western as a whole is too large to have one person at corporate attempting to handle everything. They wanted the look and feel of having a large department and needed a true HR partner working as part of their team. Importantly, they were looking to allocate the liability of labor to the PEO for a service.

SOLUTION

- Full suite of HR services via the PEO model.
- INFINITI HR has been named the endorsed supplier for Best Western®.

WHY INFINITI HR

- To cut costs.
- Effective way to pay their employees and streamline the benefits and HR functions.
- Insured control.
- Empowerment of culture and enforced brand quality.

IMPACT

20%

INFINITI HR cut the total aggregate cost of labor by more than 20%.



Best Western® could expand and hire more talent so they do not invest in non-revenue generating work. Therefore, they are able to invest in revenue generating work and hire talent accordingly.



Increase in employee retention.