

# Reduced time-to-hire and cost savings at MSC Cruises: the impact of **online assessment**

## 75 roles. 7 key areas.

On-board and in office:

- ➔ Marketing & Communications
- ➔ IT & Business Innovation
- ➔ Finance
- ➔ Hotel Operations
- ➔ Onboard Revenue (Photo, Retail, Casino, Excursions)
- ➔ Hotel (Food & Beverage, Housekeeping, Entertainment)
- ➔ Deck & Engine

Over **55,000 candidates** from across the world, within 2 years

## The solution

- ➔ Specific tests and tools defined for each of the 75 roles
- ➔ Mapped tests and tools for each of the MSC Cruises competency and skills job profiles
- ➔ Planned and executed effective deployment of assessment within MSC Cruises
- ➔ Customised, automated reports to summarise candidate results and provide an interview guide for hiring managers
- ➔ Video interviewing integrated with own systems

## The challenge

Hire 50,000 employees to deliver the ambitious 10-year business plan by deploying a single effective online assessment process to measure the 'fit' between applicant and job requirements at MSC Cruises. This helps find those with a good fit, manages candidates' role expectations and therefore reduces the attrition rate amongst the newly hired.

## Why choose Psychometric Assessments?

- ➔ Predict job performance and 'fit' between the candidate and the business
- ➔ Provide objectivity and standard processes
- ➔ Deliver stronger candidate experience

## Key points

- ➔ Reduced time-to-hire
- ➔ Reduced external costs by minimising agency spend
- ➔ Reduced time spent on CV screening



A specific portfolio of 20 online tests allow for tailored role assessment to measure:

- ➔ Cognitive abilities
- ➔ Skills and knowledge
- ➔ Values and behaviour



Trained over 15 HRC from MSC Cruises in the use of the mapTQ online system. Ensured greater fairness of assessment. Traditional face-to-face recruiting days are no longer needed.



# Benefits for MSC Cruises

-  **1** Reduced the need for HR travel. Tools designed for online and unsupervised administration allow accurate assessments without the need for in-person test administration.
-  **2** Alignment with MSC Cruises' values, standards and organisational culture. Tools were specifically selected for each role based on the MSC Cruises' competency and values framework.
-  **3** Streamlined processes and procedures. Customised, role-based assessments generate a match score, highlighting the competency match between candidate and job role, as well as an interview guide to support the interview conversation.
-  **4** Reduced time-to-hire and agency costs. Reduction in time spent and the external resource needed to screen CVs, as tools now predict work performance and job 'fit' between applicant and MSC Cruises.

*"From creating our career website onwards, the cut-e team has helped us develop innovative and flexible solutions. The range of tests it offers enables us to assess and select for all of our land-based and on-board roles: from guest services on our ships to the business innovation manager based in Geneva."*

*Ilaria Wambach, HR manager  
MSC Cruises*

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**About cut-e:** Founded in 2002, cut-e (pronounced 'cute') provides online tests, questionnaires and gamified assessments. In May 2017, global professional services firm Aon plc acquired cut-e and integrated the company into its global talent solution. cut-e and Aon, as Aon Assessment Solutions, undertake 30 million assessments each year in 90 countries and 40 languages.

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