



CASE STUDY

Met-Cap Reduces Turnover by 41% with Strategic Hiring



prevue™



MET-CAP MANAGEMENT



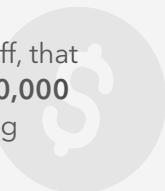
Met-Cap Management, LLC operates a multi-branded chain of specialty retail stores, backed by its own distribution and fulfillment operations. With more than 110 frontline retail employees across its banners, the business depends on store-level talent to deliver a consistent customer experience – making the quality of every hire a direct driver of sales, service, and day-to-day operational stability.

The Challenge

Met-Cap's hiring challenge was rooted in the **Retail Sales Associate** role: the highest-volume, highest-turnover position in the company, and the one most in need of a stronger process. Hiring ran almost entirely on gut instinct, a cycle that was expensive to sustain and hard to get right.

- **Turnover near 100% annually.** Roughly 60% voluntary, 40% involuntary, driven by job abandonment and no-shows.
- **Candidate quality issues.** Applicants regularly missed screening calls and no-showed for interviews.
- **First-time managers.** With limited hiring experience, they leaned on interview impressions rather than job fit.
- **No standardized process.** Managers relied on resumes and phone screens, with no assessment data informing decisions.
- **Operational strain.** Constant turnover meant managers covering shifts, working extended hours, and customers experiencing inconsistent staffing.

The Cost: an estimated \$4,700 per person. At nearly 100% turnover across 110+ retail staff, that framed the problem as an approximately **\$500,000 annual challenge**, with costs driven by ongoing retraining, recruiting, and advertising spend.



Objectives

Reduce turnover and improve quality of hire

Assessments

General Abilities, Motivations, and Personality

Industry

Specialty Retail

Company Size

200+ Employees

The Solution

Met-Cap partnered with Prevue to build a recruitment process tailored to their business, defining what gets measured, how it's calibrated to each role, and how it's used day-to-day.

What gets measured: The Assessment Suite

Met-Cap implemented Prevue's Assessment Suite, evaluating candidates across three areas that together give a full picture of fit for the role:

- **General Abilities:** measures someone's learning speed and cognitive reasoning across words, numbers, and shapes. This indicates how quickly they can adapt on the job.
- **Motivations:** measures someone's interest in interacting with people, working with data, or handling things. These interests reveal what drives engagement, helping predict whether they'll stay committed to the role over time.
- **Personality:** measures behavioral tendencies across 13 definable traits, capturing how someone is likely to act and interact with others. This shows how well their working style aligns with what the role demands.

Customized benchmarking

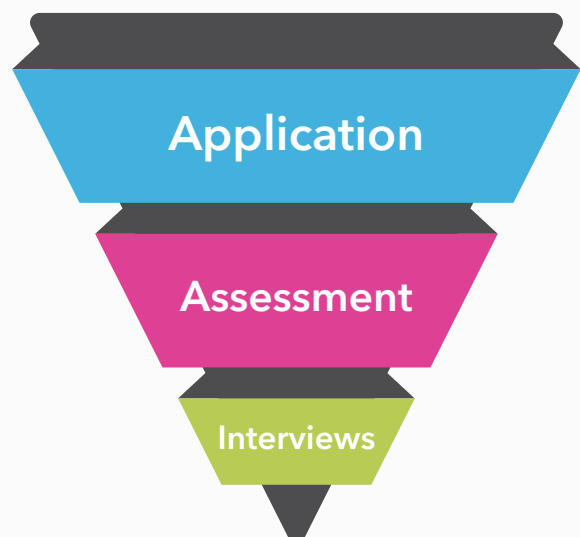
A generic assessment only goes so far. Prevue's team worked directly with Met-Cap to build a customized benchmark for the Retail Sales Associate position, using a **Job Description Survey** to capture manager input and a **Top Performer Study** to analyze the traits of employees already succeeding in the role. This gave hiring managers a clear, objective standard for success, replacing reliance on instinct alone.

Streamlined from screening to interview

Prevue worked alongside Met-Cap's team to build a more efficient process from the start. Assessments are sent to every candidate at initial screening and required to advance to a first interview. This single step filters for genuine interest and cuts the time managers spend shortlisting unqualified or unengaged applicants. From there, managers use each candidate's job suitability score, guided by a 70% threshold, to decide who moves forward.

For those who advance, the Job-Fit Report gives managers a deeper understanding of each candidate's results against the benchmark, along with detailed trait descriptions and tailored interview questions. Now, every conversation starts from preparation rather than guesswork.

As the partnership grew, Prevue integrated directly with Paylocity, Met-Cap's HRIS platform. Assessment invitations, completion status, and report downloads flow automatically into the system. What started as a standalone assessment process now runs entirely within Met-Cap's existing workflow.



Job-Fit Report impact:

- ✓ Highly qualified candidates
- ✓ Less time spent shortlisting
- ✓ Prepared for interviews

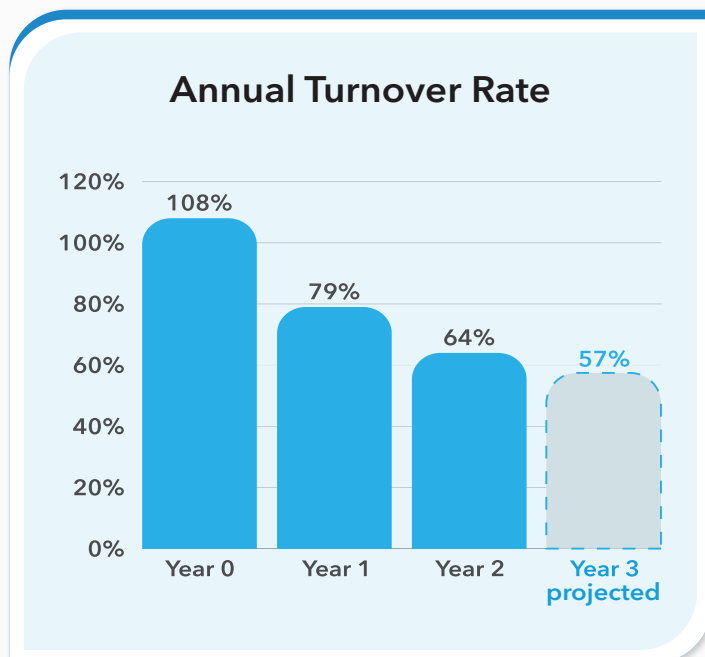
The Results

Since implementing Prevue, Met-Cap has seen measurable gains across employee retention, hiring efficiency, and cost.

41% Lower turnover

Reducing turnover was one of Met-Cap's primary goals in adopting Prevue, and while several retention initiatives contributed to the results, Met-Cap credits Prevue as a key factor.

Turnover for the Retail Sales Associate role dropped from 108% in 2023 to 64% in 2025, a 41% reduction in just two years, with steady progress each year (79% in 2024). Met-Cap is on pace to continue that trajectory, with Year 3 turnover projected at 57%.



The financial ROI

Met-Cap's investment in Prevue has returned far more than the cost of implementing it. Using the company's own estimate of \$4,700 per turnover event, the improvement in retention translates to roughly 48 fewer replacements needed each year, approximately \$227,000 in avoided costs annually.

Beyond the direct savings, the impact extends further: managers spending less time covering open shifts, and fewer cycles of training and onboarding employees who never stayed long enough to make it worthwhile.

Validation Study: Refining the Benchmark

Even with a strong process in place, Prevue's I/O Team saw an opportunity to go further. A portion of hires who passed the benchmark still weren't working out, so Prevue conducted a validation study to understand what the benchmark might be missing. The findings confirmed **why employees with certain results underperformed**:

- **Highly interested in working with things:** employees more engaged by physical tasks found the role lacked the type of work needed to keep them motivated.
- **Highly organized:** preferred structure and predictability, a mismatch for a role that requires adapting to different customers and demands.
- **Highly independent:** preferred working solo, while the role depends on close teamwork with fellow associates and managers.

Met-Cap acted on these findings by **flagging high-risk score ranges** and tightening the benchmark accordingly. This is where the partnership goes beyond a one-time setup. Through ongoing analysis of performance data, Prevue ensures the job profile stays current and continues to strengthen Met-Cap's hiring outcomes.

Improved time-to-fill

Faster hiring followed naturally from better hiring. Within two years, average time-to-fill for the Retail Sales Associate role dropped from 26 days to 22 days.

Met-Cap points to Prevue as an important factor, noting the assessments have helped them "make more informed hiring decisions and move qualified candidates through the process more efficiently."

Improved quality of hire

Met-Cap's data shows the benchmark is doing more than reducing turnover, it's predicting fit. Of 80 Retail Sales Associates hired using Prevue Assessments, 85% are meeting or exceeding performance expectations.

According to Met-Cap, the assessments have brought more consistency to evaluations, giving hiring managers greater confidence that they're selecting candidates who are the right fit for the role.

41%

reduction in employee turnover in 2 years

85%

of hires performing at or above expectations

\$227K

estimated annual cost savings

“

Prevue has streamlined our hiring process and given our managers **greater confidence** that they're selecting the right candidates.

— Sebastian Bermudez, HR Director

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A long-term hiring partner

Met-Cap's results reflect more than a single implementation. Over the course of the partnership, Prevue has continued refining the benchmark, running validation studies, and adapting the process as Met-Cap's hiring needs have evolved. That ongoing collaboration is what has kept turnover trending downward year after year. As the company grows, Prevue continues to support the same objective, hiring the right people, consistently, across every location.



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