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:
1. Marketing & Communications
2. IT & Business Innovation
3. Finance
4. Hotel Operations
5. Onboard Revenue (Photo, Retail, Casino, Excursions)
6. Hotel (Food & Beverage, Housekeeping, Entertainment)
7. Deck & Engine

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

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?

1. Predict job performance and ‘fit’ between the candidate and the business
2. Provide objectivity and standard processes
3. Deliver stronger candidate experience

The solution

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

Key points

1. Reduced time-to-hire
2. Reduced external costs by minimising agency spend
3. Reduced time spent on CV screening

A specific portfolio of 20 online tests allow for tailored role assessment to measure:
1. Cognitive abilities
2. Skills and knowledge
3. 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

For more information, please contact: info@cut-e.com

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.