



Hospitality Recruitment Guide

Exceptional hospitality starts with the right people—find top talent to elevate guest experiences and streamline operations.

Our Hospitality Clients



Click here to view a comprehensive list of
our clients

About Our Hospitality Division



Overview

Search Solution Group is a full-service recruiting, staffing, and executive search firm with over 20 years of experience connecting hospitality businesses with top-tier talent. From luxury resorts and boutique hotels to restaurant groups and event venues, we understand the unique demands of the industry and the importance of delivering exceptional guest experiences. Our specialized recruiters, deep industry knowledge, and expansive talent pool allow us to identify hospitality professionals who excel in service, leadership, and operations. With a proven track record and an award-winning search process, we help our clients build high-performing teams that keep guests coming back.

Our Mission

We are committed to assisting our clients in building world-class organizations by providing top talent, continual support, consultation, and innovation.

Click the icon to
schedule a meeting



Hospitality Areas of Expertise

Our expertise spans all hospitality functions, ensuring we can address every hiring need within the department.



Executive
Search



Event Planning



Housekeeping



Guest Services
& Concierge



Spa & Wellness



Facility
Management



HR & Talent
Acquisition



Sales &
Marketing



Finance &
Accounting

Click here to view all of our **areas of expertise**

Client Success is our #1 Priority

36

Days is our average
time-to-hire

20+

Years of recruiting
and headhunting
experience

92%

Of placements are
still employed after
one year

88%

Of our business is
repeat business

94%

Of our candidates
are headhunted from
their current positions

Awards and Recognitions



The Charlotte Observer's Best
Staffing Agency
2024



CBJ's List of Largest Temporary
Staffing Companies
2020, 2021, 2022, 2023, 2024



Forbes List of America's Best
Professional Recruiting Firms
2022, 2023



Best & Brightest Award
2019, 2021, 2022, 2023, 2024



CBJ's #1 Executive Search Firm
2023, 2024



LinkedIn Top 10
Most Engaging Staffing Brands

Hospitality Recruitment Services

Executive Search

Securing top hospitality leadership is critical to delivering exceptional guest experiences and maintaining operational excellence. Our Executive Search division specializes in identifying and placing elite C-suite and VP-level talent for hotels, resorts, restaurant groups, and hospitality management companies. With over 20 years of experience and a strong track record partnering with some of the industry's most recognized brands, we understand that great leaders do more than manage—they create memorable experiences, inspire teams, and drive business success.

Direct Hire

Successful hospitality businesses rely on strong mid-management professionals to oversee daily operations, enhance guest satisfaction, and lead high-performing teams. Finding the right talent, however, can be a challenge. Our Direct Hire division streamlines the process by connecting hotels, resorts, restaurants, and event venues with experienced, service-driven professionals. Leveraging our extensive network of industry talent, we quickly identify candidates who align with your culture and operational needs. With deep hospitality expertise and a consultative approach, we take the stress out of hiring so you can focus on delivering exceptional experiences.

Staffing

Fluctuating demand and seasonal peaks make workforce flexibility essential in the hospitality industry. Our Staffing division provides tailored hiring solutions to help hotels, resorts, restaurants, and event venues scale their teams efficiently. Whether you need temporary staff for peak seasons, contract professionals for special events, or fractional leadership to guide operations, we deliver rigorously vetted candidates who are ready to perform. With a fast, streamlined process, we help you stay fully staffed without compromising on quality—so you can focus on delivering seamless guest experiences.

	Executive Search	Direct Hire	Staffing
Employment Duration	Full-Time	Full-Time	Temporary/Project-Based
Seniority Level	VP, SVP, EVP, C-Suite	Entry-Level, Middle Management, Director	Entry-Level, Intermediate, Mid-Level, Fractional Leadership

Our Search Plans



Retained Search

For hospitality businesses seeking top-tier executives and specialized leaders, our retained search service provides a dedicated and comprehensive recruitment approach. This solution is ideal for filling critical leadership roles that directly impact guest experience and operational success. Payment is structured in three parts: an initial deposit at contract signing, a second installment after 30 days, and the final payment upon search completion.

Priority Search

Exclusive to Search Solution Group, our priority search is designed for high-impact hospitality hires, blending the benefits of retained and contingent search. A small engagement fee is charged upfront, with the remaining balance due upon placement. This option is perfect for securing industry-specific professionals in key operational and leadership roles.

Contingent Search

For hospitality organizations looking to fill essential roles efficiently, our contingent search offers a streamlined, risk-free solution. This search requires no upfront payment—fees are only due upon successful placement, making it a flexible option for scaling teams quickly and effectively.

	Retained	Priority	Contingent
Search Difficulty	High	High/Medium	Medium
Recruitment Team	Large	Large/Medium	Medium
Payment Structure	3 Installments	2 Installments	1 Installment
Upfront Fee	✓	✓	✗
Replacement Guarantee	✓	✓	✓



Our Search Methodology

Over the years, Search Solution Group has created a four-step search methodology to ensure that all of our client's needs are delivered in a timely fashion and that their expectations are met.

01

Source

We begin each search with a tailored sourcing strategy. Our recruiters employ a blend of traditional recruitment methods, targeted **headhunting**, and the use of our extensive talent network of 1.6 million professionals to find top candidates nationwide.

02

Screen

We thoroughly evaluate candidates through pre-screening, interviews, and assessments. After careful review and team interviews, only the top 7% are presented to our clients.

03

Evaluate

We collaborate with your team to review and discuss detailed profiles of our selected candidates. These profiles can include assessments of the candidate's skills, background, behavior, and compatibility with your team and company.

04

Deliver

Once a candidate is selected, we arrange all closing details, such as the start date, onboarding, and the facilitation of any last-minute questions or concerns.

Recruiter On-Demand

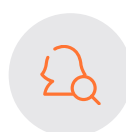
Only Pay For What You Need

Recruiter On-Demand offers a diverse range of hourly recruitment services that are adaptable to your changing needs. Gain the freedom of no long-term commitments and receive support for your recruitment needs anytime, anywhere.



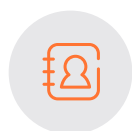
Job Description Writing

Acquire professional job descriptions designed to attract top talent for your open positions.



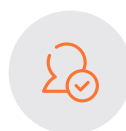
Application Review

Streamline your hiring process by having our team evaluate job applicants on your behalf.



Application Sourcing

We post your job across industry-leading job boards and promptly deliver submitted resumes for your review.



Background Checks

Seamlessly request background checks on your current or prospective employees.



Behavioral Assessments

Utilize top pre-employment tests used by our recruiters to gain insight into candidates' behavior, characteristics, and professional conduct.



High-Volume Applicant Review

When faced with an overwhelming number of resumes, let us handle the review process for you.

Hourly rates are available upon request. Rates vary based on needs.

Fractional Leadership Services

Leadership That Adapts to Your Business

The hospitality industry thrives on strong leadership, but not every role requires a full-time executive. Hiring fractional leaders allows hospitality businesses to access seasoned industry experts on a part-time, interim, or project basis—providing strategic guidance without long-term commitment. This flexible solution helps hotels, resorts, restaurants, and event venues optimize operations, enhance guest experiences, and navigate industry challenges while maximizing cost efficiency.

Benefits of Hiring Fractional Leadership:

- **Flexibility:** Customizable services based on business needs.
- **Immediate Impact:** Leaders quickly adapt and produce results.
- **Scalable Support:** Adjust services as business needs change.
- **Fresh Perspective:** Outsider insights bring new ideas and improvements.
- **Reduced Risk:** Benefit from expertise without long-term commitments.

What are Fractional Leaders Used for?

- Guest Experience & Service Quality
- Hotel & Restaurant Operations
- Revenue & Pricing Strategy
- Brand Growth & Market Positioning
- Financial Planning & Cost Control
- Sales Strategy & Team Oversight
- Marketing Campaign Execution
- Digital Transformation & PMS Solutions
- Workforce & Seasonal Staffing
- Compliance & Safety Regulations
- Event & Conference Management
- Crisis & Reputation Management
- Revenue Distribution Optimization
- Property Oversight



Leadership Without Limits

At Search Solution Group, we connect businesses with experienced fractional executives who provide strategic leadership on a flexible schedule. Whether you need expertise to navigate growth, tackle challenges, or drive specific initiatives, our fractional leaders deliver impactful results without the commitment of a full-time hire.

The SSG Advantage

Better Talent

Access an exclusive network of top-tier passive and active candidates carefully selected to meet your specific requirements. Our expert headhunting techniques and a dynamic talent pipeline ensure you find the ideal match for urgent and specialized positions.

- 92% of our placements are still employed after one year

Superior Vetting

Experience the advantage of our rigorous pre-screening by expert recruiters. We guarantee you engage only with candidates who align with the role's demands, enhancing your time management and focusing on the most suitable candidates.

- On average, 1 in 14 candidates pass our screening process

Faster Hiring

Streamline your hiring with our refined recruitment process, allowing your internal team to concentrate on core business objectives. This method expedites the placement of candidates in urgent, niche, and senior-level roles, optimizing both time and resources.

- Cut down your time-to-hire to an average of 36 days

Trained Experts

Capitalize on our 22+ years of recruitment expertise, gaining access to critical market insights, competitive salary guidelines, and skill trends. Our recruitment services are designed to effectively cater to the varied needs of our clients in multiple sectors.

- Our average recruiter tenure is over 5 years, more than twice the national average



Hear From Our Clients



“Working with the team at Search Solution Group was better than I could have ever hoped for. The team is responsive, accommodating, and highly efficient. Every candidate presented to us was of high quality, and we were able to quickly find the best fit for our needs. The candidates we selected are doing awesome, and I will always reach out if we need anything.”

- Sr. Director of HR, Training & Development 



“The team at Search Solution Group understood our needs and worked diligently to deliver candidates that fit our criteria. They were extremely collaborative, excellent listeners, and really thought outside the box. For us, what set the Search Solution team apart from other search agencies was the level of dedication and responsiveness we experienced. They were able to find the needle in the haystack with the speed that we needed. I recommend them highly and will absolutely work with them in the future.”

- Chief People Officer  SHAKE SHACK



“Over the last year I have partnered with SSG to fill several critical leadership talent gaps within the Memorial Health HR division. My partnership with the SSG team has been incredible, as their recruiters work extensively to truly understand my organization’s needs along with the attributes, experiences and capabilities a candidate needs to lead to future success. I have been impressed with all the candidates SSG has sourced and screened, who have been of utmost quality and have a clear understanding of the role and organization. It is without hesitation that I would suggest SSG as a valued partner to any organization – the entire team will work tirelessly to ensure the needs of their clients are met.”

- SVP & Chief Human Resources Officer 



“I’ve worked in HR for over a decade, and Search Solution Group is hands down the best firm I have ever worked with. The candidates were of excellent quality, and the communication and responsiveness of the team enabled us to fill the positions quickly. They continued to reach out to us to offer assistance with other roles and have truly made our lives easier.”

- Sr. Manager of Talent and Operations 

A Superior Hiring Experience

Achieve seamless recruitment from strategy to placement with Search Solution Group.

1

Schedule Meeting

Set up a time to speak with our team and take the first step toward finding the right talent for your organization.

2

Personalize Your Hiring Plan

Meet your recruitment team for an in-depth consultation to outline goals, define expectations, and answer any questions you may have.

3

Receive Pre-Vetted Resumes

Our team takes it from here, leveraging 20+ years of headhunting and recruiting experience to find the best talent for your business.

4

Hire With Confidence

Hire a qualified candidate that you can be completely confident in.



Scan to Schedule a Meeting

Whether you're seeking top talent, exploring new opportunities, or staying informed on recruitment trends, scan the QR code to get started.



Learn More About Search Solution Group



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