**Session 4 Case Analysis: Mod Pizza**

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**Q1**

MOD Pizza has a specific way of hiring new employees that focuses on finding people who fit well with their unique company culture. They look for entry-level employees who are excited about growing personally and professionally and who want to make a positive impact in their communities.

In their hiring and selection process, MOD emphasizes the importance of good customer service skills, a positive attitude, and the ability to work well in a team. They also value creativity and the ability to think differently, which they assess through unusual and imaginative interview questions. These questions help them understand how potential employees might handle creative challenges and whether they can think outside the norm, ensuring they would thrive in MOD’s dynamic environment.

MOD’s interviewing approach is unique. They use creative questions to get to know the candidates' personalities and see if they would be a good cultural fit, rather than just focusing on their technical skills. This method helps make sure that new hires will support and contribute to MOD’s core values of empowerment, community involvement, and personal growth.

Overall, MOD’s hiring strategy is closely linked to keeping its culture strong and community-focused. They aim to attract people who are not just looking for a job but are keen to be part of a

community that values positive impact. This approach helps MOD create a supportive workplace and make a meaningful difference in the lives of its employees and their communities.

**Q2**

MOD Pizza's hiring method focuses on personal interaction and whether an employee fits well with the company's culture, which is **quite effective** to me.

The conceptual article criticizes the heavy use of technology and outsourcing in hiring, which can make the process feel impersonal and less effective. MOD's strategy, however, makes the hiring process engaging and ensures that new hires really match the company's goals. This leads to happier employees who are more likely to stay longer, addressing issues of keeping employees that the articles discuss.

Besides, while some articles warn about the risks of bias in hiring, MOD’s focus on a candidate's fit with the company culture helps ensure that all employees work well together. This is important for a service business like MOD because it enhances teamwork and customer service.

However, one possible limitation of MOD Pizza's approach is scalability. As the company grows, maintaining the same level of personal interaction and detailed attention to cultural fit in the hiring process across all locations can be challenging. This could possibly lead to a dilution of the company’s culture or inconsistencies in how different stores uphold these values.

**Q3**

As the company expands, I would recommend the company implement Structured Interviews during their hiring process. Because MOD's approach highly values cultural fit, but this can vary between interviewers, causing inconsistencies. Implementing structured interviews, where all candidates answer the same questions, can reduce these differences. According to the conceptual articles, structured interviews ensure fairness and consistency across locations, which is vital for maintaining a unified company culture during growth.

Moreover, implementing data analytics can also refine hiring decisions. The articles suggest that data-driven insights can identify the most effective hiring channels and candidate qualities linked to long-term success. Indeed, over-relying on algorithms could lead to a bad outcome, however, using them soundly could allow MOD to allocate its resources more wisely and tailor its hiring process to meet evolving needs at a better level.