

Navigating the new reality of hiring in hospitality



Every season brings the same surge. Every property hires its own way. And the guest experience depends on getting both right.

Hospitality faces constant hiring pressure from seasonal surges, year-round turnover, inconsistent processes across properties and frontline candidates who are difficult to reach through traditional channels.

Every unfilled shift affects the guest experience. Modernizing hiring requires AI that scales instantly, reaches candidates where they communicate and works within the Oracle systems hospitality organizations already use.

Three hiring challenges facing hospitality organizations today:

Predictable surges overwhelm capacity

Peak seasons bring application volumes that recruiter-constrained teams cannot process fast enough.

Inconsistent interviews create quality risk

When every property interviews differently, hiring quality varies and creates hidden liability.

Candidates don't operate on business hours

Frontline candidates are mobile and often multilingual. Callback delays cost strong talent, strain teams and put the guest experience at risk.



With Eightfold AI Interviewer and Oracle Recruiting, hospitality organizations can:

- Move candidates from application to structured interview in hours rather than weeks, with interviews available 24/7 at any volume—without changing existing Oracle HCM workflows.
- Build compliance documentation from the first interview through standardized, defensible evaluation records, recruiter oversight, and human final decision-making.
- Reduce evaluation variability across teams and locations by applying a consistent, structured interview framework to every candidate.
- Keep candidate data within approved, governed systems through an embedded integration with the Oracle environment IT and compliance teams already control.

**Proven impact with
Eightfold AI Interviewer:**

80%
WORK AUTOMATED

*Recruiter time spent on candidates,
not coordination*

90%
FASTER TIME TO INTERVIEW

*Qualified candidates evaluated
upon application*

93
CANDIDATE NPS

An interview experience candidates enjoy

Agentic interviewing, inside Oracle Recruiting

AI Interviewer is an autonomous talent agent, embedded in Oracle Recruiting Cloud workflows. It conducts screening, functional, coding, and 360° interviews directly within Oracle Recruiting, evaluates responses, and delivers instant, skills-based summaries to recruiters, anytime, in 22+ languages, via web, SMS, and WhatsApp.

Powered by Eightfold Talent Intelligence and trained on more than 1.6 billion career trajectories and 1.6 million skills, AI Interviewer assesses skills, potential, and career trajectory beyond the résumé, always with recruiter oversight, human final decisioning, and published independent bias audits.

Built to clear your security review, not just your shortlist:

- Government-grade, extended to everyone. Independently audited and continuously renewed.
- Your data is never training data. Eightfold does not use identifiable customer data to train its models.
- Humans make the hiring decisions. AI Interviewer supports evaluation, it does not decide. Independent bias audits published under NYC Local Law 144.
- Verify before you sign. You control residency, retention, and deletion. Certifications, penetration test summaries, and pre-answered questionnaires are in the Trust Portal, no NDA required.



What it looks like in hospitality:

Absorb the seasonal surge. Run a structured interview for every applicant the day they apply, whether the week brings 200 applications or 2,000.

Identity and skill validation in one tool. Verification through CLEAR and ID.me confirms who's interviewing.

Set one standard of hire across every property. Every candidate is assessed against the same framework regardless of property, shift, or manager, replacing local variability with one defensible standard.

Meet candidates on their phones, in their language. With 24/7 availability, frontline candidates complete a structured interview whenever it suits them. A 90%+ completion rate means the first brand interaction reflects the hospitality you're known for.

Fill the shift before a guest feels it. Interviewing in hours instead of weeks reduces time to start, cuts agency dependency, and gets property managers only qualified, already-assessed candidates for the final conversation.

How to buy: Oracle Cloud Marketplace

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Use existing Oracle credits. Purchase AI Interviewer through Oracle Cloud Marketplace using eligible Oracle Cloud credits.
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Simplify procurement. Buy through your existing Oracle procurement process for faster contracting and deployment.
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Deploy with confidence. Extend your Oracle Recruiting environment with a secure, enterprise-ready solution.

Ready to hire faster? Request a demo at eightfold.ai/demo or purchase directly on Oracle Cloud Marketplace.