**Danielle Mulvey, The All in Company**

**Never Settle for Less Than a 5-star Fit**

**Core Philosophy: Never Settle for Less Than a 5-Star Fit**

Danielle Mulvey emphasizes that **most businesses operate with 2 or 3-star employees**, which leads to poor performance, turnover, and burnout for high-performers.

Danielle quoted former Alabama Head Football Coach, Nick Saban who said, “Mediocre people don’t like high achievers, and high achievers don’t like mediocre people. She said 3 of the many keys to Coach Saban’s success were to, one, be very specific about what you want, two, information is king, and three, never be afraid to change your opinion. Bottom line, know exactly what you want and hold everyone to the standard.

Her method focuses on hiring and retaining only **5-star employees**, those who consistently exceed expectations and align with the company’s core values. Your next best hire is probably already employed with many of the key traits you seek.

**The 5-Star Employee Criteria**

Mulvey breaks down a 5-star employee into **five key traits**:

1. **Core Values Alignment**
	* They embody your company’s core values naturally.
	* This makes culture fit seamless and reinforces the organization’s mission.
2. **Skill & Aptitude**
	* They have the **necessary skills**, but more importantly, the **aptitude to learn and grow**.
	* Danielle recommends assessing both existing skills and potential growth.
3. **Commitment**
	* A 5-star employee is **reliable, shows up fully, and takes ownership**.
	* They’re invested in their role, not just clocking in and out.
4. **Capacity**
	* They have the **mental, emotional, and physical capacity** to handle the role.
	* Look for energy, stamina, and a positive attitude.
5. **Strong Work Ethic**
	* They take the initiative, follow through, and go the extra mile.
	* They don’t need constant handholding or supervision.

**Mindset Shift for Business Owners/Leaders**

* You must be constantly active with job postings.
* 1 A Player does the work of 2 or 3 B & C Players.
* **Stop hiring out of desperation.**
	+ “A warm body” is not better than the right fit.
* You must **slow down to speed up**—invest time upfront to avoid costly mis-hires.
* Don’t give employees 90 days to figure it out, instead, shadow them for a few days.
* **Hiring is not a side hustle.** It’s a strategic function.
* **Hiring is strictly a numbers game.**
* 5-star employees represent the top 15% of talent in the marketplace
* 1 out of 7 employees is a potential 5 star fit
* It doesn’t matter what an employee says, it’s what they do

**Practical Tools & Systems**

Mulvey advocates for structured hiring processes, including:

* **Pre-screening questions** that weed out poor fits early.
* **Assessments** for values, cognitive ability, and skills.
* **Scorecards** to rank candidates objectively.
* **Behavioral interview questions** that reveal past actions and mindsets.

Make hiring more objective, and less subjective.

**Success Metrics**

According to Danielle:

* The average company has only **25% 5-star employees**.
* Your goal is to move toward **85–90% 5-star team composition**.
* This leads to **increased profits, fewer headaches, and higher retention**.
* Successful Hiring Process is as follows:
	1. Look at their resume/qualifications – are there clear “red flags”, if so, do not ignore them
	2. Use prescreening phone interview questions to weed out poor fits early
	3. Ask interested candidates to complete the assessments
	4. Perform the In-Person Interview
	5. Offer a paid “test drive” day (Be sure to have the candidate perform some basic tasks for the role you are filling
	6. Final Decision is the Made

**💬 Notable Quotes**

* “If you want a 5-star business, you need 5-star employees.”
* “A 5-star employee delivers 9x the value of a 1-star employee.”
* “It’s not just about filling the seat. It’s about elevating the standard.”

Check out Danielle’s fillable 5-star employee rating system scorecard [here](https://qsc-phcc.org/wp-content/uploads/2025/04/5-Star-Employee-Rating-System-Scorecard_Fillable.pdf)!