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## Secure 2.0 Act: Student Loan Payments Will Count Toward 401(K) Matching Contributions

We know employee retention & recruitment is a TOP priority, with many restaurants offering new benefits to help their workforce

envision a long-term restaurant career. Starting in 2024, employers can contribute to an employee retirement account (401k, IRA, etc.) without a direct employee contribution. The employer contribution can be made if the employee makes a student loan payment, allowing the employee to grow their own retirement account savings with their employer.



Source: Javier Simon, Fox Business

[Get all the details](#)



## Establish Team Trust (Manager's Tip)

Interesting that 33% of hospitality workers say that a lack of trust from or with management is one of the most stressful parts of their job.

A certain amount of trust is

demonstrated when someone is hired to do a job. Despite this, employees often encounter stressful displays of distrust, such as unnecessary micromanagement, surveillance, and suspicion from leadership. This can cause low morale, bitterness, and lots of stress – very unhelpful when considering turnover rates and team success. In fact, “feeling trusted can lead to improved service performance,” so pursuing a trustful relationship with employees is a win for everyone.

Source: Andrew Baughman, Healthy Hospitality Blog

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## TikTok Hiring: How to Improve Your Hiring Strategy

In today’s world of technology, the ubiquity of social media may seem like it has been there forever. But did you know that the first recognizable social media platform was only created in 1997? Even then, the concept of social media

did not pick up until the early 2000s when sites like Friendster and Facebook gained traction as more people started registering themselves on the platforms. While some of these sites are still relevant today, others have dwindled to be replaced by new ones. One of the newer and more popular ones today is the short-form video app, TikTok.

Holding the top position for the most downloaded app worldwide in May 2021, TikTok is used primarily by millennials and Gen Zs. Almost 80% of TikTok-ers are below 39 years old —so, if you are looking for a way to reach these generations of individuals, you know where to go.

Source: Workstream



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## 7 Connection Killers to Avoid

If you are seeking to develop a Connection Culture in your workplace, then you need to not only proactively take actions that build connection, but also avoid actions that destroy it. Sometimes, we have blind spots that make it difficult to identify “connection killer” habits.



Are any of these common issues getting in the way of your efforts to infuse connection into your work environment or feel meaningfully connected with your colleagues? While different, each hinders or kills connection as it puts a wedge between leaders and those being led. Some shake the confidence of employees, some convey an “us versus them” mentality, some have

the effect of communicating that an employee is only needed to do what he or she is told to do. They separate people rather than drawing them together. While you may not be in a role that allows you to tackle each head on, it’s good to be aware of the damage they may be doing.

*Source: Michael Lee Stallard and Katharine P. Stallard, Connection Culture Group*

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## How Bartaco Eliminated Wait Staff Roles to Boost Wages

Retooling employee responsibilities and adding tip pooling allows the Bartaco chain to pay average hourly wages of \$23, higher than the \$17 industry average.



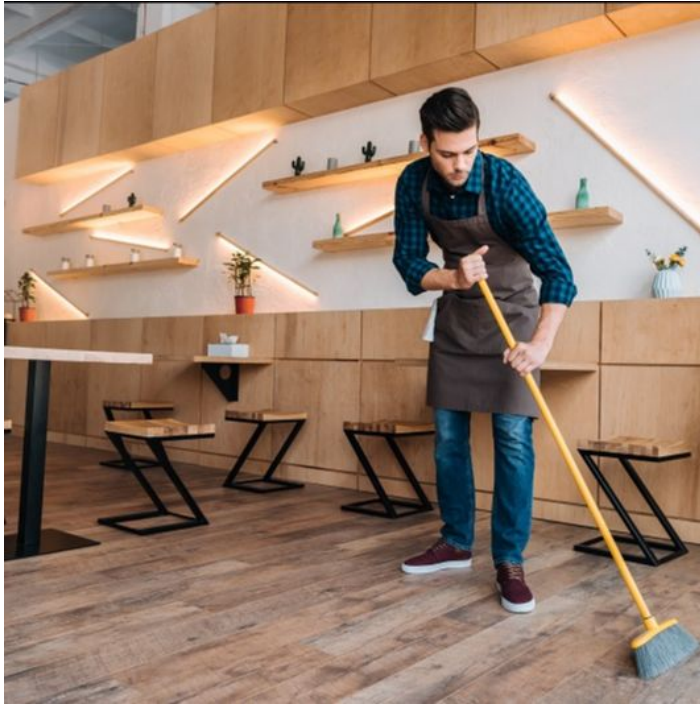
When the COVID-19 pandemic shut dining rooms down, Bartaco’s wait staff all went home, but the restaurant continued to run a takeout operation, CEO Scott Lawton said. As Bartaco slowly reopened its dining rooms, it didn’t bring a traditional wait staff back. Instead, front-of-house employees who wanted to return were put in newly created management positions called “service leaders.”

Unlike traditional wait staff, these workers don’t wait on individual tables, but instead manage a zone of customers who are encouraged to order their food via QR codes digitally. About 90% of customers order their food via QR codes, which were added when dining rooms reopened, and another 10% write their orders on paper menu cards that service leaders collect. Diners can pay and check out digitally, as well. Bussers and food

runners still service Bartaco's tables.

*Source: Julie Littman, Restaurant Dive*

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## Restaurant Employee Accountability Tips

Restaurant employee accountability is incredibly important for any restaurant business. Its purpose is to make sure that employees are meeting the standards that you are setting as the business owner.

Accountability is very important for restaurants because your employees affect various critical aspects of how your restaurant is run;

from the quality of your service to the compliance of your business with restaurant regulations.

As a restaurant owner, you need to easily be able to keep track of employee accountability on a regular basis.

### **What are good measurements of restaurant employee accountability?**

There are certain key performance indicators (KPIs) that you can use to assess the accountability of your restaurant employees. These KPIs allow you to see where your staff excel, as well as where they can improve.

Because of this, it is important to know which KPIs to look out for. We've listed the following KPIs, as we believe they make the most sense for a restaurant.

*Source: David Rigby, Operandio*

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