



April 7, 2022



How to Create a Restaurant Staff Training Manual

Pandemic or otherwise, staff turnover eats into your profitability and wastes a considerable amount of managers' time. The more staff you have to replace, the more money you have to spend on recruitment, and the more time you have to spend interviewing and training. This takes your attention away from your core management responsibilities—plus a continuous stream of new, untrained staff can lead to mistakes and poor guest service.

In order to help new staff learn the ropes, you need to create a comprehensive restaurant staff training manual. It will be everyone's (new and existing employees) guide for instructions, processes and all the answers to common questions, while being a great reference point to ensure staff feel engaged and supported. Read on for manual content tips.

Source: Liam Hallam, 7Shifts



Get Fresh Ideas on Workforce at FreshEx on April 12

Have you registered to attend FreshEx? It's a first-ever trade show for retail and foodservice buyers offering product sourcing, opening session, food and beverage pairing demos and quick 15-minute "fresh bite" sessions focusing on workforce & marketing topics. Examples of sessions include...

"FOH Robotics: Elevating Hospitality by Automating the Hustle Behind It"

"Why Employees REALLY Leave & What You Can Do"

"Back To Scratch: Integrating Fresh Ingredients to Lower Food Costs"

"How To Avoid Common Labor Law Violations"

"15 Money Making Tips in 15 Minutes"

"How to Get Started with Short-Form Video on Social Media"



Restaurants Recruit to Connect Jobseekers and Foodservice Employers

The National Restaurant Association and the NRA Educational Foundation have been supporting and honoring our armed forces since 1956. While the support began just to recognize foodservice excellence in the military, it has evolved. The Foundation's Military program supports members of the military community and their families while serving and with their transition out of the military after separating or retiring from active duty. Restaurants Recruit is where we act as the go-between between jobseekers and restaurant and foodservice industry employers who recognize service members for their talents and skill sets.

Read on for more details on specific initiatives and the training programs provided for veterans so we can all do our part to make them feel home, is home. And, that there will always be a place at our table within the Restaurant industry.

Source: Derek O. Small USN, (Ret.), Director, Military Programs National Restaurant Association Educational Foundation



Attracting and Maintaining a Modern Workforce

Making changes to your business' culture to make it more enticing for the next generation of employees is crucial to attracting and maintaining a modern workforce. The keyword to keep in mind is *accommodation*. More and more employees are attracted to companies and positions that are willing to accommodate a better work/life balance so that they feel their wellbeing is valued. Many companies have already begun implementing these quality-of-life upgrades with great results:

Source: Society Insurance Human Resources



2021 Millennial & Gen Z Survey

The lockdowns resulting from the COVID -19 pandemic curtailed millennials' and Gen Zs' activities but not their drive or their desire to be heard. In fact, the 2021 Deloitte Global Millennial Survey suggests that the pandemic, extreme climate events, and a charged sociopolitical atmosphere may have reinforced people's passions and given them oxygen.



Read on to see the impact of the COVID-19 pandemic on daily life, key finding on the effect of mental health, how the past year influenced millennials' and Gen Zs' world outlooks and what drives this generation to act.

Source: Deloitte

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This is a communication from

Wisconsin Restaurant Association

2801 Fish Hatchery Road
Madison, WI 53713
608.270.9950 • 800.589.3211
wirerestaurant.org

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