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May 16, 2023

## Working With Disingenuous People

Dealing with people who use “alternate facts” can be a difficult and complex task. Sometimes the alternate facts are meant to “protect” the person they have been shared with. Other times the alternate facts are small in nature, these are often called

little white lies. Occasionally, your relationship with the “truth challenged” individual is so insignificant that it doesn’t matter if they are living in some alternate universe.

But sometimes being lied to is a big deal. It severely, and many times, permanently damages your relationship with the disingenuous person. In those cases, the worst thing you can do is ignore the lie, and the liar. Both must be dealt with in a timely and straightforward manner.

But calling out disingenuous people and exposing their lies is not an easy or comfortable thing to do. Take a quick read for a few tips that may help.

*Source: Steve Keating, Lead Today*

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## I've Done Everything I Can Think of to Retain Cooks. Why Am I Still Having Issues?

In speaking with operators, the need for cooks can feel like a bottomless pit. More cooks, especially coming out of a slow winter for some, means you can open more hours and do more volume, for which you need still more cooks.



One thing I always emphasize in this column is to be sure you are treating the problem and not the symptom. OK, you need more cooks. You and everyone else. But take a critical look at *why* you need more cooks. Of course, you have to have a baseline of staffing in place. But do you need cooks to deliver a large or overly complicated menu? To make items that are not selling particularly well or

don't have very high margins? To make items that you can source more reliably than making in house?

Labor challenges in restaurants are not going away. Think about ways you can streamline your operation to maintain a good guest experience with a smaller team. For example, JBH Advisory Group has developed a low-labor operational model using sous-vide cooked proteins, pre-cut vegetables, and ready-made sauces and bakery items, making the menu very much "plug-and-play."

Read on for the complete article!

Source: Jonathan Deutsch, Ph.D., *Restaurant Business*

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## Labor Crunch Triggers Effort to Loosen Teen Labor Rules

A shortage of job candidates has prompted the legislatures of at least 10 states to propose easing restrictions on when and where teenagers can work, fueling a controversy that's sucking in restaurants.

Many of the suggested regulatory changes address either the hours minors can work, particularly during the school year, or how exposed they can be to the sale of alcohol.



Success in pushing the measures forward correlates closely with which political party controls a state's legislature and governor's mansion.

In Iowa, for instance, where Republicans control both chambers of the statehouse, GOP Gov. Kim Reynolds has said she'll sign [a pending bill that gives restaurants far more leeway in their scheduling of teens](#).

Source: Peter Romeo, Restaurant Business

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## WEBINAR: Level up Your Hiring

On Tuesday, May 16, Winsight is hosting a staffing webinar. Join industry expert Tyler Mumford as he shares the strategies industry leaders and top executives are using to quickly — and successfully — hire today, and walk away with actionable steps to level up your hiring process.

“Level Up Your Hiring in 2023, The Top 8 Ways to Hire Hourly Workers” has no charge to attend and is one hour in length. Everyone can attend!

[Register for Webinar](#)

## When Your Employee Tells You They're Burned Out

Burnout is affecting both leaders and employees — and contributing to a talent shortage that's challenging and costly to navigate. It can be challenging for even the most enlightened managers



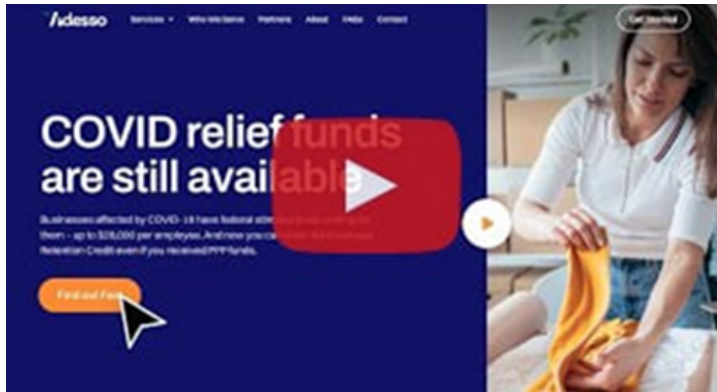
to have conversations about employee burnout while managing the needs of the business.

The author offers five steps to take when an employee comes to you expressing burnout: 1) Treat their concerns seriously; 2) Understand their experience of burnout; 3) Identify its root causes; 4) Consider short- and long-term solutions; and 5) Create a monitoring plan.

Click on the link to take a deeper dive into all 5 steps!

Source: Noemie Le Pertel, Harvard Business Law

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## Is ERC Legit?

ERC (aka Employee Retention Credit) is definitely legit, but not every company that reaches out to you about filing for this tax credit is necessarily legit.

We know that you're getting inundated left and right with

offers from companies that want to file for you and get you lots of money back.

The Wisconsin Restaurant Association can't vouch for all of those companies but we did vet Adesso and are confident that THEY ARE a reputable company. Adesso is endorsed by lots of other state restaurant associations across the country, is a company that specializes in ERC filings and has a large team of ERC experts ready to help you. Adesso knows the complexities of our industry and understands what is allowable within the ERC guidelines. They're 100% focused on making sure that they file your amendments correctly while maximizing the tax credit that belongs to you.

On average Wisconsin operators are getting over \$150k back with no restrictions on how they can use that money. And... it DOESN'T have to be paid back!

Jennifer Jordan from Cheese House American Diner in Wisconsin said "Never did I expect to receive that much money returned to me! The refunds I received were right on time!"

**All you have to do is complete [the form](#) requesting a 10-minute call with an Adesso ERC specialist!**

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