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Let's Call it a Retention Review

We have all heard about the Great Resignation. The notion that many people are leaving their job or not returning to work has been a persistent theme of 2021 and 2022. There are a number of theories as to the cause of this trend:

- Pay scales were too low.
- Government benefits were too high creating a disincentive to work.
- People were fearful of getting sick and/or bringing the virus home to members of their family.



One specific response to this situation was an innovation called the “stay interview.” This process involves a conversation between an individual employee and a leader.

Source: Glenn Parker of *ThePositiveInfluenceLeader.com/Smart Brief*



Attracting and Maintaining a Modern Workforce

More than ever, businesses are realizing that in order to appeal to a modern workforce they need to understand what appeals to a younger generation. Creating a business environment that gives off an energetic and positive atmosphere is certainly a step in the right direction, but what else should businesses do to attract and maintain a modern workforce?

Source: *Society Insurance*



How Restaurant Leaders Can Counter the Labor Crisis

Labor challenges continue to dog restaurant operators as they emerge into the Vaccine Era, though they are less severe than during the height of the COVID-19 pandemic. Staff retention, long a tough row to hoe at both the hourly and management levels and in both quick service and casual dining, has become even more important.

“When resources are tight, it’s easy to cut corners on tools and training. Don’t,” advised Lisa Miller, principal at Dallas-based Lisa W. Miller & Associates. The firm has been surveying both customers and workers since the start of the pandemic as part of a “Journey Back to Joy” series.

Miller conducted a survey that ended April 18 among 1,000 adults 18 and older, helping operators understand what matters most to hourly or part-time workers.

Source: Ron Rugless/Nation’s Restaurant News



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It's Not Cool to be the Angry Chef

Restaurant kitchens are confrontational. They’re hot and stressful, and it’s all too easy to lose your temper. Servers work the floor at a rapid pace with their incomes constantly on the line. Long hours, late nights, high-pressure, and available substances have, in the past, made it easy to shout and swear when things went wrong.

Previous generations of kitchens were ruled by more traditional hierarchies and power structures. Bad behavior was acceptable. With teams of mostly men running the show, aggression was tolerated as part of the job, and, in many cases, necessary to gaining status. Because of this, not all populations were motivated to excel in the restaurant

industry. And television only perpetuated the angry chef persona, propping up Marco Pierre White and Gordon Ramsay as examples of how restaurants work.

But that’s changed. As an industry, we’re calling it done. The era of the angry chef is over.

Source: Isabelle Hahn/On The Line

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5 Strategies to Fix the Restaurant Labor Problem

First it was a global pandemic. Close on its heels came a restaurant industry staffing and labor crisis that still rages unabated. And now foodservice is getting hammered by a series of supply chain shortages and logistic crises that has driven up prices and reduced product availability and has both distributors and operators wringing their hands over what to do next.



Conversely it appears that the worst of the pandemic is behind us in the United States and consumers are flocking back to restaurants. But factor in the aforementioned

staffing shortages, rising prices, and supply chain challenges and you get either half-staffed dining rooms and limited operating hours or the paradox of record sales in quick-service and iPads being dangled as employee bait for simply coming in to interview.

It's an understatement to say that we're facing unprecedented times as an industry. To paraphrase poet W.B. Yeats: When things fall apart, the center cannot hold. Times like this require foodservice operators to be both tougher than a pump handle and able to navigate this triple squall. What's needed is some fresh leadership direction.

Read more for five current lessons to integrate into your leadership GPS.

Source: Jim Sullivan/Nation's Restaurant News



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