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No More No-Shows: Eliminating Candidate Ghosting at Your Workplace

The good news: the country is slowly but surely recovering from the coronavirus pandemic of 2020, and many of our hotels and restaurants are preparing for a very busy summer.

The bad news: it has been extraordinarily challenging to find workers for the hospitality industry lately. It's not only difficult to get folks to apply, but also to get them to show up for job interviews, even when those candidates have already agreed to the time and the place. And to make it

worse, these same candidates often “ghost” the hiring managers by refusing to call, text, or return any form of communication. If your company has been struggling to set up successful interviews lately, here are some suggestions to help you connect with potential new hires.

Source: CHART Blog authored by Patrick Yearout

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3 Considerations for Restaurant Staff Training

While the fight against the pandemic is “far from over,” the restaurant industry has continued to elevate its ability to adapt despite being the hardest hit industry over the last year. Restaurants have always adhered to an exceptionally high standard of health and safety regulations and excelled when it came to creating safety solutions to protect their employees and diners. As national regulations continue to shift, restaurant operators are looking at a “mass re-hiring” - and that will mean training and re-training employees as well.



Source: *Trust20 Contributors, Gordon Food Service*

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Why Millennial Employees Stay at Panda Restaurant Group

You might know them for their Orange Chicken, but for employees at Panda Restaurant Group, the company is known for its dedication to personal and career development. The word “dedication” gets bandied about a lot, but it really does apply here. Here’s what that commitment to growth looks like at this family-owned

restaurant chain.

Source: *Great Place to Work® Blog* authored by *Claire Hastwell*

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3 Quick Hiring Tips

#1 What shifts are hardest to staff? How might this affect your hiring demographic? Keep these questions in mind when seeking out employees and posting available positions. Would it make sense to create a short recruiting Facebook video? Perhaps a TikTok? Maybe your local coffee shop or convenience store has a community board. Think about who your specific hiring demographic might be to fill your open shifts and where you can best get in front of that group of candidates.

#2 Consider developing connections with others in the community. Are you hurting for seasonal help? Perhaps partner with your local high school. Some schools have culinary training programs, a newsletter or possibly open to sending an email on your behalf posting open hospitality positions. Collaborate with a couple restaurant peers in your area of varied restaurant types and different hours of operation.

#3 Create the right first impression. The employee is interviewing you, too! Ideally, the interview environment will begin that emotional attachment to your brand. Be a contagious environment of positivity, fun and meaningful interactions with the team. Make your restaurant a place someone would want to be excited about being a part of right away!

At the end of the day, think about this question: “How do I stand out as an employer?” The competition is fierce and there isn’t time to spare. Attracting and retaining employees that fit into your culture will result in less turnover, save you valuable time and allow the team to grow. Your customers will notice your engaged employees, part of an exceptional guest experience. And who knows? Maybe some of those guests will turn into future happy employees!

Written by Amy Nitschke, CEM, Wisconsin Restaurant Association

Upcoming Webinars

“How to Hire and Retain the Right Staff for Keeps”

June 16 at 2:00 pm

Learn how to attract long-term staff, consider the benefits of “test driving” a potential employee, explore what makes your restaurant an attractive place to work and proven ways to retain a highly functioning team for keeps.



Marc LaPierre, CSP®,
CEO & Co-Founder of
Clock'd



Robin Pharo, Owner of
Grumpy Troll Brewery,
Sugar Troll Candy
Shoppe and Treysta
Group

Please note: This webinar is *only* open to WRA Members. Pre-register no later 1:30pm day of session.

Register Today!

“Six Smart Strategies to Keep Your Top Talent from Becoming Someone Else’s”

June 21 at 9:00 am

Presented by: Lisa Ryan, CSP, Chief Appreciation Strategist, Grategy

Creating a workplace culture means implementing new ideas and effective ways of engaging with team members. With an engaged workforce, employees work harder and are more loyal and profitable to their employer.

Discover the five contributing factors that lead to employee engagement, the top three management actions that create an employee’s emotional connection to the organization and explore the biggest drivers of job satisfaction.



This complimentary webinar is open to ALL foodservice and hospitality professionals. Pre-registration is required!

Register Today!



Hear from a Peer

Restaurant owner, Joanne Palzkill, talks about hiring the right people in this Restaurant Realities video.

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Have a question for the Wisconsin Restaurant Association team? Not a WRA member and interested in learning more?

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