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Why Building a Restaurant Community Should Be a Top Priority

Leaders can weather the difficulties of the great resignation while also making employees' lives better



The Great Resignation is affecting all sectors of the economy, and the restaurant industry is no exception. According to the Bureau of Labor Statistics, there were 70 percent more job openings in the industry in 2021 than before the pandemic, and the turnover rate increased from 4.8 to 6.9 percent.

Aside from the occasional career server, most front-of-house restaurant employees consider their roles as steppingstones toward some other career goals. From The New York Times article, "More Quit Jobs Than Ever, but Most Turnover Is in Low-Wage Work," published in January 2022, with the lower wages of restaurant staff, the pandemic may have been the catalyst that led many people to pursue their next career goals immediately. Servers got real estate licenses, online degrees, or other career credentials and left the restaurant industry permanently. That's not surprising, given how challenging the hospitality sector can be.

Source: FSR Magazine, Chris Konopasek

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Can Restaurant Design Improve Employee



Retention?

As restaurants continue to deal with the staffing fallout from the Great Resignation, a renewed focus on employee culture and wellbeing is being seen across the country. But while many restaurant owners assume that higher wages and paid sick leave will decrease turnover, many are overlooking the role that restaurant design plays.

It's not unlike how the move away from open-plan workspaces in corporate America in many instances boosted productivity and employee morale. The space in which employees work *matters*. It impacts their physical comfort and mental health. And restaurants should be treated no differently.

By applying a human-centered design approach to constructing restaurants, we can begin to enhance the experience for front- and back-of-house staff, which is critical to their long-term retention.

Check out the six design elements in this article that can help restaurants be a better place to work.

Source: Nation's Restaurant News, Leigh Loper

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10 Ways to Keep Employees From Leaving

Leaders can keep their top team members by giving them challenges with reasonable workloads, while also setting clear goals, giving needed feedback and providing opportunities to grow and advance, writes Joel Garfinkle. "The best way to

find out whether your employees are happy and what you can do to make their work more fulfilling and keep employees from leaving is simple: Just ask them," Garfinkle writes.



What makes good employees leave? The biggest things that drive employees away have nothing to do with money — and everything to do with leadership. Read the complete

article to learn about 10 areas where you might need to make some changes to keep employees from leaving.

Source: Smart Brief, Joel Garfinkle

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Have You Checked Whether You Qualify for a Tax Credit? You Might be Surprised!

The Employee Retention Credit is a federal initiative designed to help businesses that have been impacted by a reduction in sales during COVID. You may qualify for up to a \$26,000 per

employee credit from the IRS, retroactive to the 2020 tax year. **PPP recipients CAN qualify for ERC money.**

The Wisconsin Restaurant Association has partnered with Adesso Capital, a firm that specializes in ERC filing for the hospitality industry, to offer expedited ERC filing services. You do not need to be a WRA member to use this service and suppliers can qualify as well.

Watch this [short video](#) to learn how to claim your ERC cash. Then visit the [Wisconsin Restaurant Association's ERC Support Center](#) to get started with your free 10-minute consultation to see if you qualify.

WRA ERC Support Center

Running Payroll for Restaurants: Tips & Tricks

Running payroll is one of the most important administrative tasks for businesses of any size. It's also, unfortunately, one of the more tedious and expensive tasks. In fact, one in three small businesses [report](#) that they spend more than 40 hours per week running payroll. Payroll is also one of the unsung ways to retain talent; the Kronos Institute reports that 49% of employees will start a new job hunt after just two payroll errors.

Needless to say, payroll is crucial to your restaurant's wellbeing. Read the complete article as we go over some payroll tips for restaurants to keep you compliant and maintain operational efficiency.

Source: Society Insurance Team



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