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October 4, 2022

Facing Staffing Issues at Your Bar or Restaurant? Build a Dream Team via Eight Steps

Right now, one key issue that seems to consistently come up in conversation amongst bar and restaurant operators is how to find and retain good talent.



It seems that so many of us are experiencing the “hangover” of the Great Resignation, with team members that seem disinterested in their jobs, interview candidates that do not show up for interviews or even for the first day of work once hired, and those with little to no relevant experience asking for executive level salaries. Sound familiar? I bet it does.

The staffing issue in our industry is pervasive enough to have sparked many a conversation steeped in bewilderment and confusion as to how an owner/operator without a ton of capital can survive the many other challenges we face – such as the rising costs of... well, everything – in addition to employment challenges.

Check out these 8 Steps to Transforming Your Business with a Dream Team!

Source: Greg Provance, Bar & Restaurant

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The Staff is Always Right at These Restaurants

Eateries are beginning to implement staff-first cultures to help with recruitment and retention.

Restaurants are beginning to change the working conditions for their teams after

the pandemic shed a light on the thanklessness of restaurant workers and the stressful environment of a job that works directly with customers, reports Bon Appétit.

These restaurants are of the mentality that the staff comes first, in contrast to the traditional adage service jobs where the customer is always right. They are shortening hours, cutting down on menu items, increasing pay and attempting to shift the transactional nature of customer-staff relationships.

Pay is the foundation of a staff-focused restaurant, according to the owners of Oakland's Daytrip. The restaurant opened with an equal tip pool based on a 20% service fee, starting pay at \$25 an hour and health-care benefits. These offerings were funded through a 5% increase in menu prices.

There's this extraordinary lack of fundamental dignity to the way work is treated in this industry," Justine Hwang, a server at Daytrip, told the San Francisco Chronicle in 2021.

“We have to live in the world that we live in, and I think the service fee and being transparent is the best we can do.”

For more tips, click the Read More button below.

Source: NACS

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How Retaining Senior Employees Can Help Your Business

There’s no way to avoid it: we’re all getting older. According to some statistics, when it comes to the workforce in the US, around [25% of workers are over the age of 55](#). What

does that mean for your business? Failing to have a plan for retaining senior employees could cause you to face critical staff shortages in the coming years.

The problem could be especially troublesome for small and medium-sized businesses that want to retain older workers, says Jerry W. Hedge, program director at RTI International, a Research Triangle Park, North Carolina-based research institute. “A large firm can absorb losses more easily,” he says. “With a small business, if you lose a valuable older worker, it’s a much bigger hit.”

If you’re a small or mid-sized employer that lacks a six-figure recruiting and employee retention budget, you can still retain senior employees and find new ones. Read more for seven low-cost strategies about how to retain senior employees to help your business.



Source: *Monster.com*

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Employee Engagement: Raising Brand Awareness

All businesses, especially new ones, should be trying to raise their brand awareness. You can make this happen by engaging your employees more in the efforts, so it's a

more hands-on approach. This article will explain how you can get your team involved.

Get Them Involved In The Planning Stage

First things first, you should engage your employees in your strategic plan. A large part of this includes you asking them to get involved with the planning process so that they have a say in the brand's future.

This will help them feel more involved in the day-to-day running of the business, as well as help you get more ideas for the business that you hadn't thought about. Even if they're just in the room, at least they're in the room where things happen.

Host Awareness Events Together

If you want more employee engagement regarding raising your brand awareness, then you should do all you can to get them involved with hosting events. Especially if you want your brand to grow in an organic way that is represented by the values of your business and its employees.

When you go to a specific location, such as a shopping mall, you may notice people representing a certain business attending. They may be talking about their business and advertising in some way, or more likely than not, you will see the employees giving out

freebies and discount leaflets. They spread awareness of their brand by going public and giving everyone a taste of what their business is about. They do this in spaces where they know their target audience will be.

Read the full article for additional information!

Source: Zoe Price, The People Development Magazine

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Register for Restaurant Insights Summit Live Today

There is a phenomenal session on staffing at RIS that you won't want to miss. This is just one of the many opportunities we are providing attendees to dive deep into the top trending industry topics.

[How Training & Development can directly impact hiring, training, engaging and keeping our top talent](#) will be moderated by John

Isbell, VP of Learning & Development for Portillo's Inc. and a panel that includes:

- Jack Woznick, Director of Training & Development, Toro, Toro, Toro
- Keith Strew, VP of Learning & OD, Puttshack
- Carlo Cesario, Field Training Manager, Buffalo Wild Wings

Join this panel of hospitality industry training leaders as they discuss ways they and others utilize training and development programs to answer the following questions most operators have:

RESTAURANT INSIGHTS SUMMIT Live!

How Training & Development Can Directly Impact Hiring, Training, Engaging and Keeping Our Top Talent

John Isbell
V.P. of Learning & Development,
Portillo's Hot Dogs Inc.
Past CHART President

November 2 | 8:30-9:15am

1. How can training help me attract new people?
2. How can training help me keep the ones I have?
3. What role does orientation play in the engagement and retention of talent?
4. How has training changed since the beginning of Covid?
5. Where do you see training going in the future?
6. What are some specific training programs and initiatives you are working on to ensure you move your company forward?
7. ...and anything else you might want to ask us!

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