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FOOD SERVICE  
*Always at your table*



November 2, 2021



## Success Story: Keeping Staff Takes a Labor of Love

The breakfast rush is on, and a restaurant line cook is upset because her child missed the school bus and needs a ride. In today's short-staffed labor environment, if she takes off you go from "in the weeds" to "in the swamp." What do you do? If you're the owner of The Garden Griddle in Paw Paw, Michigan, the answer is: "We've got this. Take care of what's important."

Treating everyone like family is part of the secret to retaining labor at the 40-seat restaurant, catering company and bakery/sweet shop.

Source: Gordon Food Service Contributors

[READ FULL STORY](#)

## Preferred Employer Tips

Be that place people WANT to work at! Employee turnover is a battle that many owners face regularly. But is it a necessary battle? What if you could make some business changes that could ensure a happy team that then dramatically increases your employee retention?

Click the button below for some tips to help get you out of the non-stop circle of recruiting, hiring and training. Create a business brand that generates positive word of mouth for being known as the preferred employer in your community.

Source: Wisconsin Restaurant Association

[SEE MORE TIPS](#)

**WISCONSIN RESTAURANT ASSOCIATION**

### HOW TO BECOME A PREFERRED EMPLOYER IN THE HOSPITALITY INDUSTRY

Employee turnover is a battle that many owners face regularly. But is it a necessary battle? What if you could make some business changes that could ensure a happy team that dramatically increases your employee retention?

WRA has put together some tips to help get you out of the non-stop cycle of recruiting, hiring and training.

**Become a preferred employer and be that place that people WANT to work at!**

## Upcoming Webinar...

**"Diversity, Inclusion and Bias (DIBS): Measure Progress. Improve Performance. Increase Productivity"**  
Thursday, November 9<sup>th</sup> at 9:00am

Presented by: Dr. James Pogue, National Keynote Speaker & Consultant



Does your organization need to be able to measure its success with Diversity, Inclusion and Unconscious Bias (DIBs) efforts? Our Diversity, Inclusion and Bias (DIBs)™ Model will help you do just that. Hear the latest research around Bias and its impact in the workplace. Learn the best practices for leading change during uncomfortable times with sensitive topics and thoroughly understand the Business Case and Value Propositions connected to Diversity, Inclusion and Unconscious Bias.



## Inclusive Leadership for a 21st Century Hospitality Workplace

With the resurgence of hospitality businesses, many observers have pointed out the opportunity that exists for organizations to diversify their teams.

Recent discussions have advocated for the implementation of diversity-promoting recruitment and hiring practices to create opportunities for more equitable gender, racial/ethnic and LGBTQ representation in the workforce, and we applaud and encourage these efforts. However, our focus lies on what comes after a diverse workforce is hired. Indeed, recruitment and hiring is just the first step, as managers and leaders are also faced with the challenge of managing a diverse workforce.



Source: Provided by Boston Hospitality Review, Written by: Lindsey Lee, Phillip Jolly and Heyao Yu



## Subsidized Spanish Culinary & Hospitality Training Available

Waukesha County Technical College is excited to offer two new training opportunities for Spanish-speakers working in the culinary and hospitality industries.

This initiative aims to help employees improve their English skills alongside cutting-edge culinary and hospitality training.

90% of the cost is covered by a grant. Final cost per participant is \$1,420 for the Hospitality Skills Certificate program and \$1,750 for the Culinary Skills Certificate program.



Your INDUSTRY. Your ASSOCIATION. Your COMMUNITY.

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

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This is a communication from

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