

[View this email in your browser](#)



November 28, 2023

## In this issue:

- [Webinar: CHARTing Your Year with Intention](#)
- [Digital Payments Have Increased Restaurant Tips. But is it Backfiring?](#)
- [How Channeling Anger The Right Way Can Boost Productivity](#)
- [SoundHound AI Launches Employee Assist Voice Tech for Restaurants](#)
- [Where Have all the Good Leaders Gone?](#)

## Webinar: CHARTing Your Year with Intention



practices, solutions, and innovations, all without leaving your office.

CHART, an association of hospitality trainers, offers FREE online training webinars every month to provide additional resources and solutions to help you make even more of an impact on your job. Their hospitality training webinars feature their highest-ranked conference speakers, partners and members. Learn best

**Mark your calendar for an insightful webinar on December 6th, 1 pm CST:  
"CHARTing Your Year with Intention: From Annual Aims to Weekly wins."**

2024 is just around the corner. Get ready to kick start your (and your team's) year with winning tactics shared by innovative leaders:

- Kelly McCutcheon, Whataburger
- Rachel Richel, Inspire Brands
- Kate Stiteler, Sonesta Hotels

- Kim Evans, HopDoddy

Source: CHART

[Register for Webinar](#)

## Digital Payments Have Increased Restaurant Tips. But is it Backfiring?

Some diners feel pressured by tipping digitally in front of employees, which can hurt restaurant traffic, but experts say there are best practices that can ease customer trepidation.



Restaurant workers haven't returned to the sector in the numbers that business owners hoped to see years after pandemic lockdowns. By

2021, many restaurant owners struggled to fill cook, line cook, server, bartender and manager positions. And though the number of food service job openings and job seekers is beginning to near equilibrium, wage hikes and turnover are still squeezing operators.

Inflation is driving up food costs and salaries, so restaurant owners are increasing menu prices to offset that overhead spending. But sticker shock is hurting restaurant customer counts, said Tony DiSilvestro, a Virginia-based business coach and restaurant owner.

"The last three years have been the most difficult three years I've seen in 40 years," said DiSilvestro. "It was like a tsunami for us."

DiSilvestro said consumer price sensitivity could cause restaurants to move away from the tipping system and replace it with surcharges. But new digital payment devices have made it easier for restaurants to encourage tips – and specific gratuity amounts – and customers are generally tipping more in response.

Is this what you're seeing in your restaurant? Read the full article for more insights!

Source: Danielle McLean, Restaurant Dive

[Read Full Story](#)

## How Channeling Anger the Right Way Can Boost Productivity



Anger is an emotion often felt at work, and it can actually help you perform better at your job when channeled properly.

New research published in the “Journal of Personality and Social Psychology,” found anger motivates people to better navigate challenging tasks than those feeling indifferent. But while it’s possible to direct that energy toward a meaningful outcome, it can also turn passive-aggressive and toxic, and

lead to energy wasted on things like “rage applying,” for example.

Researchers analyzed students at Texas A&M University by showing them pictures intended to anger them, including a slideshow of photos with imagery insulting their school and mascot and other offensive and inciting photos. Those students solved more problems on a challenging computer game and did so quicker than those who weren’t shown the images. Researchers chose anger because it widely viewed as a negative emotion, “so much so that people will pay money to avoid experiencing it,” the study said, “yet, according to the functional accounts, anger should facilitate goal pursuits in particular situations.”

This is an interesting theory. Read the full article for more on this topic.

Source: Hailey Mensik, WorkLife

[Read Full Story](#)

## Where Have all the Good Leaders Gone?

It’s time to forge a new leadership path by looking to different role models and ideas.

Cat Stevens in his 1970’s hit “Wild World” couldn’t have predicted how resonant his well-sung chorus would be over 50 years later. We definitely are living in a “wild world” and at the moment it



does feel hard to "get by just upon a smile" as we go from polycrisis to polycrisis.

And not to start the article on too sour a note, but this seems to be a world that we will be enduring for some time. Jamie Dimon, the CEO of JPMorgan Chase, suggested in a recent earnings call that we're globally facing the most dangerous time in decades.

But, usually, there is hope in a wild world as we traditionally turn to those corners of support and safety. From our heads of state to mega-company leaders, to those well-trusted people and places, we look to for inspiration and guidance. But it's at this moment, as these old bastions of leadership stutter and fall and have autocratic rants on earnings calls, that they fail in providing a belief that they understand what a new generation's workforce and broader society need in a modern world to raise that smile.

Very interesting read, continue reading the full article!

Source: Chris Kay, Fast Company

[Read Full Story](#)

## Your INDUSTRY. Your ASSOCIATION. Your COMMUNITY.

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

[Ask WRA](#)

[More Info](#)

[Join Us](#)



This is a communication from  
The Wisconsin Restaurant Association  
2801 Fish Hatchery Rd.  
Madison, WI 53713  
[wirerestaurant.org](http://wirerestaurant.org)

Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe from this list](#).