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December 27, 2022

## Have You Claimed Your Employee Retention Credit Yet?

WRA & Adesso have helped Wisconsin restaurants claim **\$6,727,032** in ERC dollars as of this week!

**On average that's \$106,778/business right here in Wisconsin!**

Money that doesn't have to be paid back, used in a certain way OR reported back on. It's tax credits that you may qualify for. Even PPP recipients MAY BE ELIGIBLE.



Adesso is a partner of the Wisconsin Restaurant Association's that has tax experts ready to pre-qualify your business and amend your 2020 and 2021 taxes. The more W-2 employees you have the bigger your credit could be.

**Don't leave money on the table!**

[Learn More and Begin Your Filing Now!](#)

## How To Fix Tension in Your Restaurant Team

Every great restaurant team experiences tension. The pace of service in a busy restaurant can lead to interactions that are curt — to say the least — but larger issues can arise as well. Are you noticing your restaurant team is arguing? Is your employee turnover rate going up? Are you sensing a general lack of respect on the team?

It's important to address these restaurant issues head-on and make structural changes if needed so that your team can thrive, because a restaurant won't succeed if its staff is



unhappy.

## Restaurant Problems: Why Your Staff is Unsatisfied

Effective teams must operate on the basis of mutual respect, so if you want to stop interpersonal tensions from igniting real problems for your restaurant, start by considering your own role in causing restaurant staff

problems, or at least allowing them to flourish.

Reflect on your management style and your restaurant's working environment by asking questions like:

- Do my employees feel safe at work? Do they feel heard?
- Do I show appreciation for my restaurant team, often, in ways both big and small?
- Do I find myself yelling at people?
- Do I enforce a strict hierarchy, or do I step in and bus tables or wash dishes when we're short-staffed?
- Does my staff get paid on time?
- Do I offer any benefits or opportunities for growth? Is there a clear protocol for time off?

Often, a team's issues can stem from individual employees' dissatisfaction with their jobs. Creating a good company culture is the best way to prevent issues with your team's dynamic.

We've identified four of the biggest restaurant issues affecting workplace happiness and staff retention across the country, as well as these tried and true ways to fix restaurant problems:

1. Actively avoiding mixed messages and communication errors
2. Bridging divides to build trust
3. Having clearly defined job roles and responsibilities
4. Hiring for personality, not just skills

By fostering a positive culture rooted in communication and mutual respect, you likewise breed loyalty, camaraderie, and a stronger team mentality. Let's take a closer look at how to identify and solve problems in your restaurant kitchen, behind the bar, and throughout the front of house.

*Source: Liz Schroeter-Courtney, TOAST On The Line*

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# Patagonia to Close Stores, Give Employees Paid Week Off for the Holidays



Patagonia employees in the U.S. and Canada will get a paid week off to end the year again.

The nearly 50-year-old privately held outdoor apparel retailer also closed its U.S. and Canadian stores, warehouses and offices last year during the week between Christmas and the New Year and gave employees paid time off.

“We’re doing it again this year,” CEO Ryan Gellert wrote on LinkedIn Wednesday.

“Our North [American] stores, customer service operations and warehouse will be closed from December 25 through January 1 because we believe in providing quality of life for our people,” said Gellert. “I want to thank Patagonia’s incredible employees for an amazing year of working to save our home planet, and I want to thank our nonprofit partners and customers for their continued support and friendship.”

The decision to repeat the end-of-year break drew widespread praise on the social media platform.

Source: Nate Delesline III, Retail Dive

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## 8 Mental Health Tips for Anyone Managing Restaurant Staff

Restaurants are known as high-stress, high-pressure environments. The hours can be long and the work strenuous. As a result, the

industry has some of the highest rates of mental illness in any field. And while the pandemic has undeniably added to the challenge, this is far from a new problem the industry faces.

In 2017, Unilever Food Solutions released a report revealing that 63% of chefs feel depressed, 74% of chefs are sleep deprived to the point of exhaustion, and 53% report

feeling pushed to the breaking point. A 2015 study by the Substance Abuse and Mental Health Service Administration ranks the restaurant industry highest among 19 industries for illicit drug use and third-highest for heavy alcohol consumption. And meanwhile, little more than a third of leisure and hospitality workers have healthcare coverage, according to the Bureau of Labor Statistics, making it difficult for restaurant workers to know where to turn when a crisis strikes or how to find affordable therapy.

In an industry where, first and foremost, workers are taught to look after everyone else, all of this makes it crucial for managers to prioritize conversations around mental health and hold regular check-ins with staff.

*Source: Grace Dickinson, Back of House*

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## Research: What Effective Allies Do Differently

Over the past few years, many people have sought to understand how to be an ally to coworkers from historically marginalized groups. Several experts have offered useful pieces of advice on educating oneself, accepting feedback, paying attention to patterns of inequality in one’s workplace, and recognizing one’s own privilege. However, over time, piecemeal advice can feel simplistic, overwhelming, and confusing. For example, should allies shut up and listen, speak up against prejudice, or both? How do you decide which suggestion applies to your situation? What if the latest advice has changed? Importantly, how do you go beyond one-off tips and create a comprehensive and meaningful vision for developing yourself as an ally?



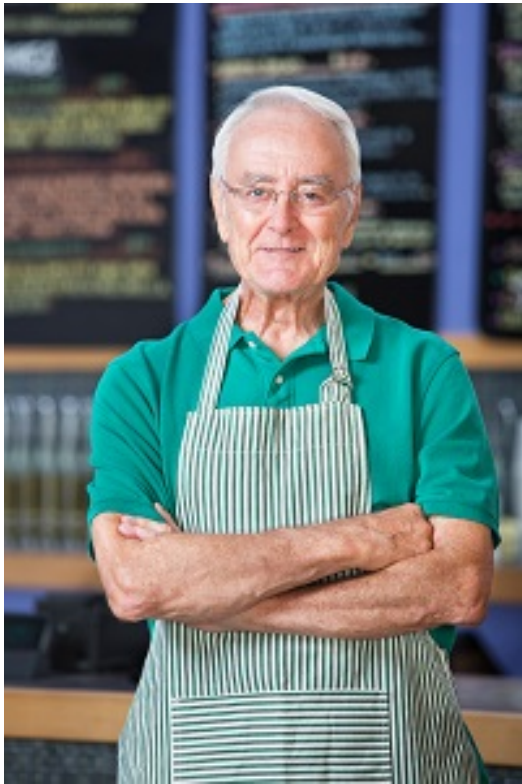
Our research with thousands of working adults from the U.S. and Canada shows that well-intentioned people often worry about choosing wrongly. They fear that their allyship could inadvertently expose marginalized co-workers to backlash, that their actions could be unwelcome by the people they strive to support, and they question whether they are falling into the social traps of “performativeness” (insincere allyship to boost one’s own social status) or backsliding into the roles of “white saviors” or “knights in shining armor.”

In a fraught context such as allyship, how can you sustainably and systematically develop into a strong and effective ally?

*Source: Meg A. Warren & Michael T. Warren, Harvard Business Review*

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## Hiring Activity Slows for Small Restaurant Owners

New data from Alignable shows that 11% of small restaurant owners are reducing their staff this month as layoffs and hiring freezes become more pervasive across industries. This marks a 5% jump in restaurant staff reductions from November. Further, the 44% of restaurant owners who say they are still hiring report trouble finding the right workers.

The report shows that twice as many small business owners across industries – 15% – are laying off employees in December versus November. Employers note they can't afford to hire full-time, permanent staffers as inflation persists, as labor costs exceed revenue, and with the potential of a recession looming.

Is a hiring freeze a solution to your current staffing challenges?

Source: *Alicia Kelso, Nation's Restaurant News*

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2801 Fish Hatchery Rd.  
Madison, WI 53719  
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