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Constructive Feedback: Here's One Way To Invite Maximum Accountability

By giving employees a sense of autonomy, companies can inspire the type of decision-making that increases the willingness with which people do their jobs. When it comes to employee feedback, "Like Most/Do Differently" has now become my preferred model for teaching others how to offer in-the-moment feedback.

Source: Mary Pat Knight, Author and Executive Team

Leader Coach



9 Tips for Dealing With Angry Customers

No matter how tight a ship you run in the restaurant business, you can't please everyone. The way your staff responds to angry customers can affect your business' reputation for better or worse. Read more for tips for dealing with angry customers and protecting your business' reputation.

Source: Society Insurance Team





Become a Preferred Employer in Hospitality

What if you could make some business changes that could ensure a happy team that then dramatically increases your employee retention?

Create a business brand that generates positive word of mouth, making you the preferred employer in your community.

Learn more on how to be that place people WANT to work at!

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https://wirestaurant.weblinkconnect.com/external/wccontrols/tmp/message-preview_637812305306148329.html



Source: Wisconsin Restaurant Association



4 Tips For Building A Stronger Restaurant Culture

Want to improve what your team members do, what they say, how they behave, and how they treat others (coworkers and customers alike)? Build a strong restaurant culture. In this article, the management experts at Sling show you how to enhance your restaurant culture in order to bring your employees together as a team and make your business run smoother.

Source: Sling







10 Overlooked (and Effective) Ways to Find Employees

Too many of us know someone who's had to decrease their restaurant hours or close their lobby early (keeping only the drive-thru open) because they were understaffed. It tanks the customer experience and hits your bottom line hard. Read on for several ways you can find great employees that are low cost or free.

Source: Workstream

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

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