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## What Do Frontline Employees Want from Restaurants?

According to a report released Thursday by Joblist, more than 50 percent of hospitality employees who worked for a business that closed permanently during the pandemic have been unemployed for more than six months.

As a result, 29 percent of hospitality workers said they are seeking to switch out of the industry permanently and into office, retail, or other roles.

*Source: QSR authored by Danny Klein*

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## Best Practices for Training Staff on Your Menu

Before you roll out a new or updated menu, you need to spend some time training and educating your staff.

Yes, they need to know the basics, like when the menu is launching and what dishes are on it. But it's a good idea to take that conversation deeper so that they can wrap their heads around executing and communicating it.

*Source: Gordon Food Service Contributors*



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## Tips on Free or Low Cost Ways to Reward Employees

### Create Take a Bow Moments

At the end of staff meetings create a take a bow (or slow clap) moment where you acknowledge employees in front of the team who have done something notable for customers or co-workers.

### Birthday PTO

It's totally acceptable to celebrate birthdays as a kid, yet for some reason, as soon as we hit adulthood we tend to skip the celebrations and treat our birthdays like any other day. BambooHR gives their employees birthday PTO with zero obligations. They find that giving employees a little "me" time helps their employees relax a bit and come back more focused and engaged.

Source: Wisconsin Restaurant Association

## How to Find and Hire the Best Staff

While turnover is partly the nature of this type of work, there are many ways you can reduce your turnover and save yourself time and money.

One of the main ways you can do this is during the recruitment process. Keeping your restaurant recruiting standards high and putting a formal hiring process in place, you have a much higher chance of finding the right person for the job – not just the one that's right there at the moment.



Source: Upserve authored by Stephanie Resendes

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## Empathy in Leadership: The Good and the Bad

As businesses become ever more people-centric, we are seeing a shift towards skills and policies geared towards helping both employees and consumers. In particular, many firms have realized that the key to a successful business is happy employees.

We have seen a slew of policies that aim at improving their working conditions, but some of the most important ways to improve employee satisfaction involve soft managerial skills. Empathy is one such skill. Empathy helps managers understand the various challenges that people in their team face and provide tangible, people-focused solutions.

Source: *BambooHR®* blog

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