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## Be Aware: Adesso Capital is the WRA's Only Preferred ERC Provider



The Wisconsin Restaurant Association recently announced a partnership with Adesso Capital to help business owners determine if they have tax credits available to claim through the Federal Employee Retention Credit program.

Adesso is already helping Wisconsin businesses claim those dollars that they're due. One business in Cross Plains, Wisconsin will be receiving an ERC check for \$164,492.

It has been brought to our attention that there may be some confusion about what company is backed by the Wisconsin Restaurant Association as there are many out there that are promoting this service. Some companies have begun actively calling Wisconsin businesses soliciting their service. Adesso Capital has been interviewed by the Wisconsin Restaurant Association and selected as our preferred ERC partner. Adesso specializes in filings for the hospitality industry and is working with many other restaurant associations across the county. If someone from another company name calls you about ERC, they are not affiliated with the Wisconsin Restaurant Association.

Helpful things to know:

- PPP loan recipients CAN qualify for ERC.
- ERC is a tax break and not a loan.
- Credits can be retroactive to your 2020 tax filing year.
- If you qualify you will receive the ERC funds.
- ERC filing can be confusing. Operators that have been told they don't qualify have received ERC funds after a consultation with Adesso experts.

For a free 10-minute consultation with an Adesso tax expert to see if you have tax credits coming to you, complete the simple form at [www.adessocapital.com/wra](http://www.adessocapital.com/wra)

**Call WRA at 608.270.9950 with questions.**

## More Info



## Five of the Most Common Workplace Injuries for Young Workers

Young or newly hired employees are getting injured more often than older, more experienced employees.

Workers from the ages of 16-24 had a higher risk of injury or illness than any other age group, often as a result of the many hazards that are present in their workplace. Some of these hazards can be slips, trips, and falls, overexertion, lacerations, contact with objects or equipment and burns.

Source: Society Insurance, Jay Van Deurzen, Risk Control Representative

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## How to Train Servers to Create a Great Guest Experience

The task of restaurant server training often falls on managers and tenured employees, and when it isn't done right, things can quickly become chaotic in the dining room.



According to [Toast research](#), when it comes to training new hires, the majority of restaurants (68%) share an employee handbook, but only 19% use online training and only 36% have a formal 30-day check-in.

Hastily training a new restaurant employee is an all-too-common move in a busy restaurant. Training usually consists of a quick conversation about the restaurant's common issues and challenges with a classic, "Just make sure you never do this." Then the server is sent off to shadow someone else or are given a few tables of their own.

This into-the-fire approach can work for experienced servers who just need to learn the nuances of your restaurant business, but they need so much more than that.

This is especially true now, with [guest expectations changing drastically](#) in response to the COVID-19 crisis. Guests are still searching for similar things: remarkable food, exceptional hospitality, and memorable dining experiences. But now, new preferences like safety and cleanliness have emerged.

In response, you need to train your servers to not only be their best but master the guest experience and navigate it with care.

*Source: On the Line by Toast*

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## Facing Staffing Issues at Your Bar or Restaurant? Build a Dream Team via Eight Steps

Right now, one key issue that seems to consistently come up in conversation amongst bar and restaurant operators is how to find and retain good talent.

It seems that so many of us are experiencing the “hangover” of the Great Resignation, with team members that seem disinterested in their jobs, interview candidates that do not show up for interviews or even for the first day of work once hired, and those with little to no relevant experience asking for executive level salaries. Sound familiar? I bet it does.

The staffing issue in our industry is pervasive enough to have sparked many a conversation steeped in bewilderment and confusion as to how an owner/operator without a ton of capital can survive the many other challenges we face – such as the rising costs of... well, everything – in addition to employment challenges.

*Source: Bar & Restaurant, Greg Provance*

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## The Role & Responsibilities of HR in a Restaurant

Restaurants are fast-paced businesses. They need the support of HR to manage functions such as recruitment, performance management and staying in compliance with employment and food-handling regulations. HR's role and responsibilities range from the

moment an applicant expresses an interest in working for the company to the employee's last day on the job. HR staff expertise, knowledge of industry practices and experience create a recipe for restaurant success.



Source: CHRON, Ruth Mayhew

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