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October 3, 2023

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Join us in Green Bay on November 7<sup>th</sup> & 8<sup>th</sup> for the **Restaurant Insights Summit**. This jam-packed conference will cover all of the industry hot topics, as well as provide solutions, tools and forecasts to prepare you for 2024 and beyond!



Register Now!

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## Viewpoint: Gig Economy is a Key Ingredient for Staffing Success



As labor shortages continue to impact onsite dining operations, solutions focus on delivering flexibility for both employer and employee.

The past few years have served up a feast of challenges for the food service industry. From pandemic-related shutdowns and supply chain woes to surging inflation, rising costs, and labor shortages-industry

leaders have had their plates full.

While some supply challenges and inflationary pressures have eased, many executives are bracing themselves for substantial annual increases in labor and input costs over the next five years. Simultaneously, a complex web of labor challenges continues to intensify as high turnover and a shrinking labor pool show no signs of slowing down.

Despite the hospitality industry posting modest job gains recently, the food service sector still lags thousands of jobs behind its pre-pandemic levels. While job growth is anticipated to rise, food service outlets spanning from restaurants and airports to venues and cafeterias - leaders continue to grapple with quit rates that top all other industries.

The demanding nature of food service work, coupled with the low wages and long hours, leads to a revolving door of employees seeking higher pay and more flexibility. With shifting demographic trends and declining interest in food service jobs among younger generations, the task of finding and retaining qualified staff has grown increasingly challenge. However, there is a path forward.

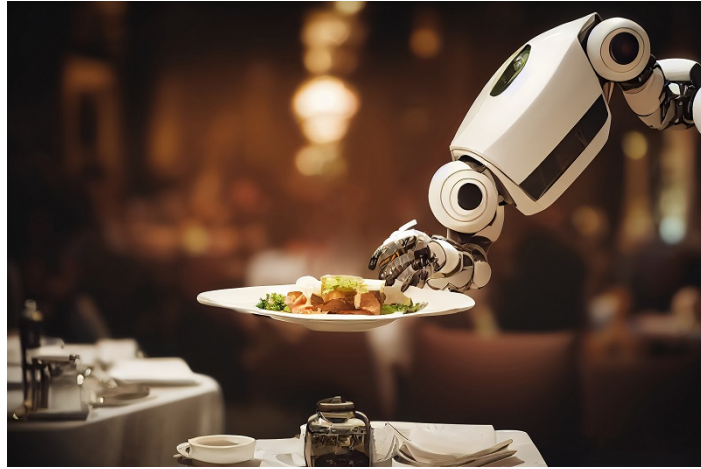
Great article to continue, provided by our partners at [Hyre!](#)

Source: *Dave Dempsey, Food Management*

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# The Intersection of Technology, Food Safety and Workforce Organization

In an era of technological advancement, restaurant operators face a dual challenge: ensuring food safety while optimizing their workforce for peak efficiency. What is the role of technology in addressing these critical aspects of restaurant management?



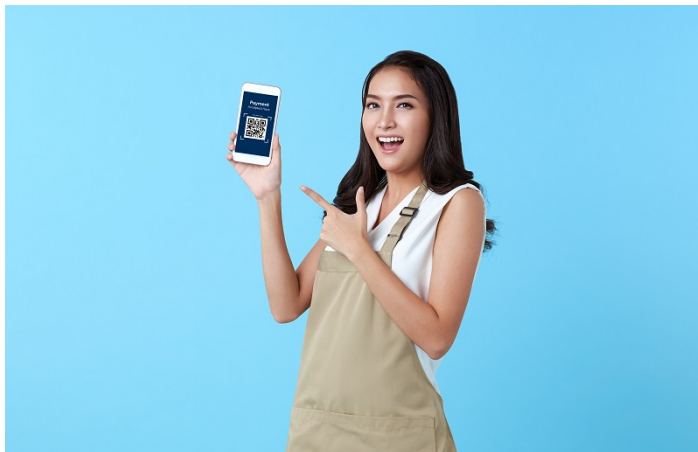
Read this short article for valuable insights for industry professionals.

*Source: Synergy Restaurant Consultants Blog*

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## Free Webinar Alert!

### Revolutionize Workforce Management: Hire and Pay Employees Faster to Help Boost Retention



There's no denying it. Restaurants have so much happening all of the time that it makes implementing new solutions and ways of doing things pretty complicated business.

Transitioning into more digital formats can be slow going as it places considerable strain on restaurant teams. As a

result, many are in a more analog version of workforce and payroll management, which can hinder ultimate success.

Restaurant HR and operation leaders need time to focus on what matters most – guest experiences, team engagement and productivity. This webinar discusses how restaurateurs can modernize workforce management and payroll and associated benefits. It covers the keys to:

- Attracting the right candidates and steering them through the hiring and onboarding process

- Creating schedules faster while optimizing labor costs and making it easier for employees to manage their work-life balance
- Efficiently and effectively executing payroll and leveraging it as a tool to drive engagement

Source: *Webinar on Demand, Restaurant Dive*

Watch Webinar

## Want to Retain Top Talent? Play the Long Game

A recent dinner with some young professionals got me thinking about retention and how the implied contract between employers and employees changes. Everyone around the dining table had a story about how an employer treated them. Some were positive, but way too many were the opposite.



One person joined a large multinational corporation right

after college and was excited to enter their “sales leadership” program. Shortly into his tenure, he discovered that the company required him to relocate every six months without providing sufficient financial support for moving or canceling a lease. Another woman reported to work for her first day on a new job but had to wait two long weeks for a company-assigned laptop. In the meantime, she sat at home anxiously anticipating a FEDEX delivery with little contact from her boss or co-workers. A third man resigned from a company because he wasn’t recognized. “I worked in a manager role for more than a year but was never given a promotion or raise for taking on the extra responsibility,” he shared. “Meanwhile, my director got a 30% bonus! Needless to say, I felt undervalued.”

Retaining top talent in this new hybrid and remote work world requires leaders to adopt a different mindset that includes a long-term strategy.

Read the complete article for more insights including three factors that can influence your ability to maintain an engaged team and grow the kind of talent your organization needs for the future.

Source: *Alaina Love, SmartBrief*

Read Full Story

## The Restaurant Labor Market in 6 Key Statistics

**The restaurant unemployment rate has returned to pre-COVID-19 levels.**

Percent of workers in the sector who are unemployed

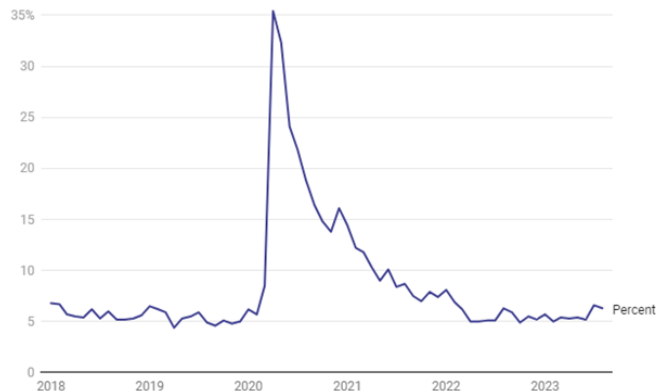


Chart: Aneurin Canham-Clyne/Restaurant Dive - [Get the data](#) - Created with [Datawrapper](#)

Slowing turnover, steady unemployment and flat real wage growth point to reduced employee power over employers compared to 2022 and 2021.

The restaurant labor market is cooling, statistics show.

To understand why, one has to look at the state of the sector in early 2020. That spring, pandemic-induced mass layoffs and

unemployment insurance programs implemented to forestall a catastrophic loss of income made workers more likely to look for new obs.

When hiring picked up later that year, low-wage workers – like those in restaurants and hotels – had more bargaining power at the individual level, said Elise Gould, a senior economist, and the Economic Policy Institute. As a result, wages began to grow.

“Low-wage growth between 2019 and 2022 was much faster than any other business cycle that we’ve had in the U.S.,” Gould said.

As employer competition for workers heated up, prospective employees were able to exercise greater discretion in taking jobs, Gould said, further increasing wage growth.

In foodservice and hospitality, wage growth outpaced inflation in 2021 and 2022, a stark contrast to most industries, which saw wages lag behind increases in the consumer price index. But in recent months, that wage growth has started to moderate, Gould said.

This trend may be due to gradual loosening of the labor market, meaning the number of job openings and job seekers converging as employment nears pre-COVID-19 levels. According to one working paper from the National Bureau of Economic Research, high turnover, low unemployment and a high number of job openings per applicant in low-wage sectors was significant enough to measurably decrease worker pay inequality through wage growth.

Restaurant Dive has traced these labor trends in six graphs found in this complete article, based on Bureau of Labor Statistics data. This data shows that sectoral employment has nearly reached pre-pandemic levels and unemployment in the sector is up year-over-year, while hires, quits and total separations have all fallen in recent months. Taken together, this data shows a clear, if small, loosening of the national restaurant labor market, indicating that workers are losing some power to demand high wages and exercise discretion in job choices.



Click Read Full Story below to dive into the graph data.

Source: Aneurin Canham-Clyne, Restaurant Dive

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