



MARKET RESEARCH

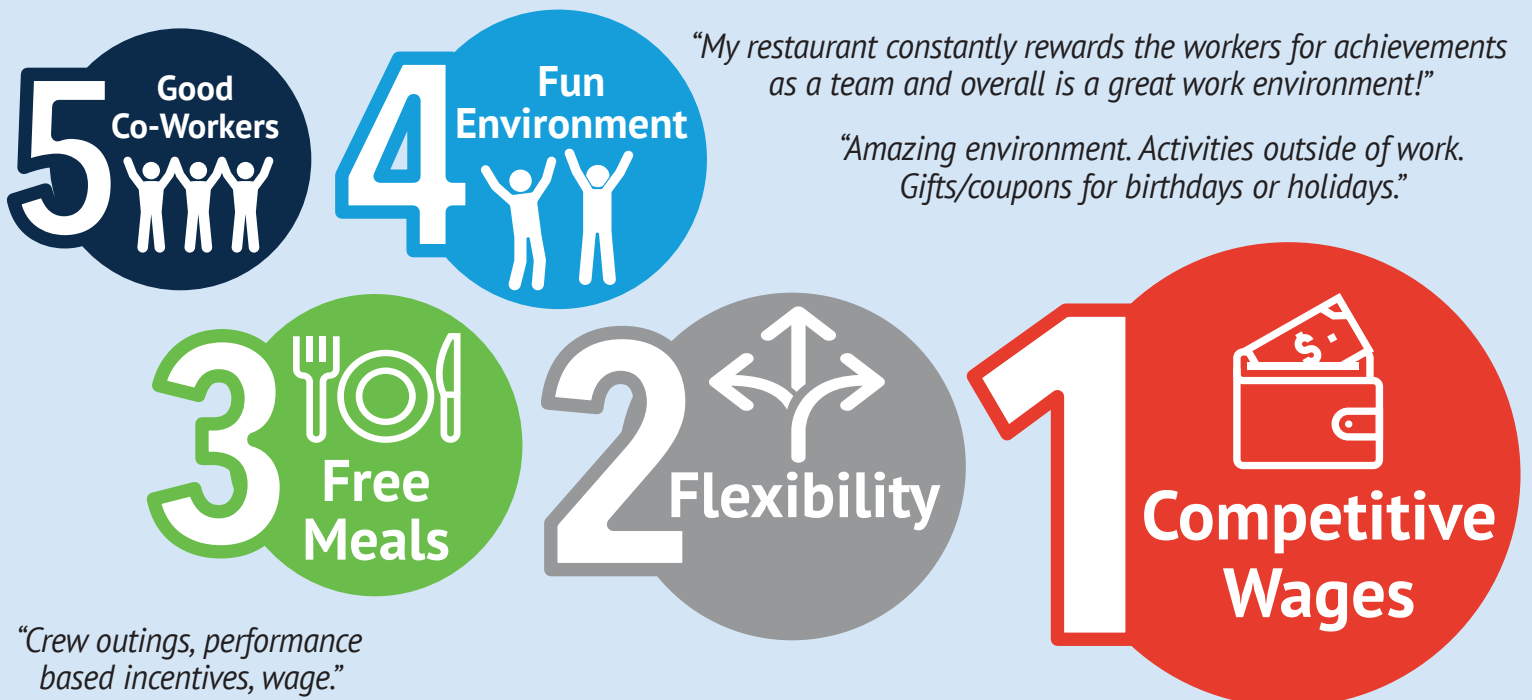
THINGS TO CONSIDER WHEN BUILDING A WINNING TEAM

The Wisconsin Restaurant Association conducted a survey during the Summer of 2021 to understand how employees within the restaurant and hospitality industry feel about their jobs, what they value in an employer and what motivates them. Here's some key findings that could help you battle absenteeism, high turnover and build a great team.

Top 3 Reasons Why People Like to Work in the Restaurant/Hospitality Industry.



Top 5 Perks that Encourage Team Members to Stay.



Enhance the Job Experience.

“Make sure all employees are doing a good job so a few “bad apples” don’t hurt our business.”

“Give more accolades to all employees. Everyone works hard and to hear you are doing a great job means a lot, maybe even more than money.”

“Actually care about us when issues arise and not just claim that you do.”

What Employees are **Looking for in Great Managers.**



What 18-24 year olds had to say:

- More 1 on 1s
- More supportive of LGBTQ+ staff
- Celebrate diversity
- Make sure ALL employees are doing a good job
- Care when issues arise
- Treat everyone with an equal amount of respect

What 25-34 year olds had to say:

- Listen to employees
- Change what needs to be changed
- Increase transparency about money/tip credit
- Transparency in scheduling

What 35-44 year olds had to say:

- Better communication
- Decrease micro-managing



Your Industry. Your Association. Your Community.

Our Workforce Mission:

Changing lives through hospitality, for people from all backgrounds, with training, education and pathways to opportunity.

About the WRA:

The Wisconsin Restaurant Association is the voice for Wisconsin’s hospitality industry, bringing together a wide range of members from all across the state. The support of our members allows us to continue advocating on behalf of the industry and to provide critical information that ensures positive business growth.

FOR MORE ABOUT WRA:

wirestaurant.org

WORKFORCE RESOURCES:

solutionsonstaffing.com