

Make the Most of Their First Day on the Job

The Most Effective Strategy For Improving Staff Retention In Your Restaurant



Welcome!
Today's event will be starting shortly.

1

Your Hosts



Jim Laube



Sharon McPherson



Mel Kleiman



Joe Erickson




2

Webinar Format



- Interactive format
- Access to participant comments & questions
- This webinar is being recorded
- Links to resources will be included on the recorded webinar page



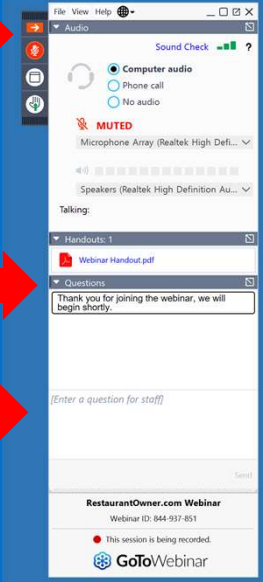
3


Questions & Comments

Show/Hide Control Panel

Questions Tab

Type your Questions / Comments





4

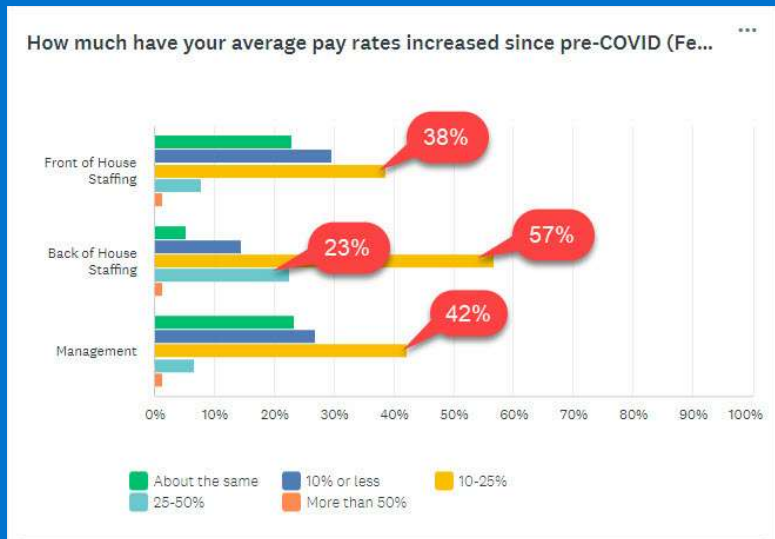
Newsflash: There's a Labor Crisis

- Hard to get applicants
- Applicants don't show up for interviews
- New hires don't show up for first day
- New hires leave after 1-2 shifts
- There isn't any "fast fix"
- Shoot for incremental improvement
- Be prepared for changing environment
- Changing your culture is done 1 day at a time



5

2021 Staffing Cost Survey



6

Restaurant Industry Turnover



July 2021 thru November 2021

Average Separations
7.4% per month
89% annual turnover rate

Source: U. S. Bureau of Labor Statistics



7


Restaurant Industry Turnover

Turnover Rate = # of Separations / Avg. # of Employees x 100.

of W-2s for 2021 - Avg. # of employees =
your total separations for the year

Total separations divided by # Avg. # of employees x 100
is your turnover rate

Example: 50 separations/70 avg. staff size =
71.4% rate of turnover




8

Question

Over the last 3 months, how many people did you hire?

How many are still with you?



9

Average Cost of Losing an Employee

Cornell University Research

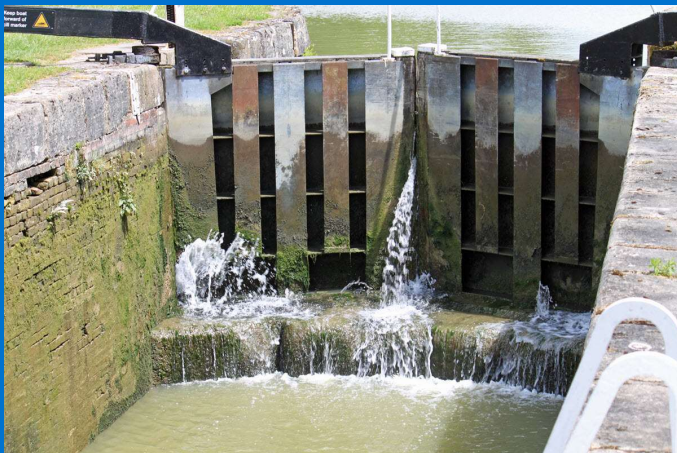
Cost Category	Average %	Average Cost
Pre-departure	3%	\$176
Recruiting	20%	\$1,173
Selection	11%	\$645
Orientation and Training	14%	\$821
Productivity loss	52%	\$3,049
Total	100%	\$5,864

National Restaurant Association

Position	Average Cost
FOH and BOH Positions	\$2,000
Manager Positions	\$15,000

2019 (pre-pandemic)

10



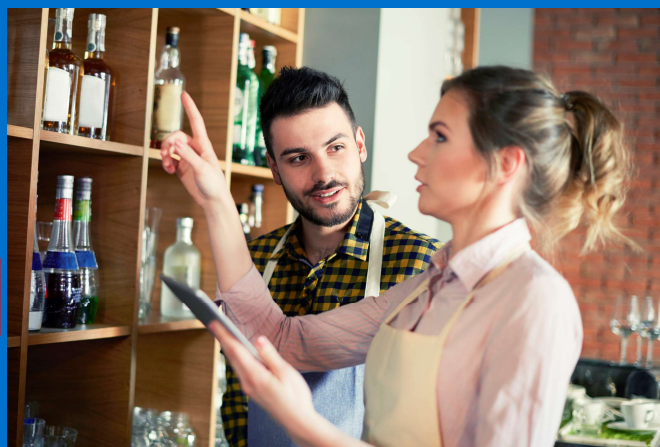
What if you could change the trend so that new hires stayed an extra 3, 6, or 12 months?



11

Keys to Reducing Turnover Rate

1. A bump in salary
2. More chances to move up within my company
3. More and better training for my role



Source: Talent LMS

12

Training Basics


- Onboarding
- Menu Training ← **New Hires**
- Position Training
- Continual Development



13

Onboarding

- Introduction and Tour
- Concept and History
- Mission, Vision and Values
- Policies (Employee Handbook)
- Safety and Sanitation



14

The Restaurant Owner Learning System

Team Development Courses and Training Videos



My Summary

- Total Learning Time: 8 hours 19 minutes
- Total Courses Completed: 8 Courses
- Average Quiz Score: 88%
- Courses In Progress: 8 Courses
- 99 Lessons Remaining

My Progress

Course Name	Completed	Avg. Quiz Score	Learning Time
Trust: The Key to Being an Effective Leader	0%	0%	6 mins
Delivering Your Ultimate Guest Experience	100%	84%	37 mins
Key Item Counting Inventory	100%	100%	36 mins
Price Cost	0%	0%	8 mins
How to Plan and Read a Restaurant P&L	100%	0%	10 mins
Food Labor Budget	100%	0%	4 mins
Menu Costing Basics	100%	94%	2 hrs 17 mins
100 Days Back to Business	40%	92%	10 mins
Health Safety	100%	0%	2 mins
Health Permit Cost Template	100%	0%	10 mins

15

Onboarding Resources



DOWNLOAD

Employee Onboarding Checklist

Download this checklist to ensure your new staff members feel welcome, comfortable and that they are an important part of your team. The Employee Onboarding Checklist includes information to help familiarize ...

Onboarding

ONLINE COURSE

How to Make the Most of Your New Job

Excited about your new restaurant job? A little nervous? That's okay, it's only normal. You may not realize this, but this job could provide you with the opportunity to learn skills and work habits that ...

Onboarding

ONLINE COURSE

Effective Onboarding for Independent Restaurants

Especially today, it's crucially important that all of your new hires immediately feel welcome and glad they chose to join your team. If they don't, surveys show up to 40% will leave you within the first ...

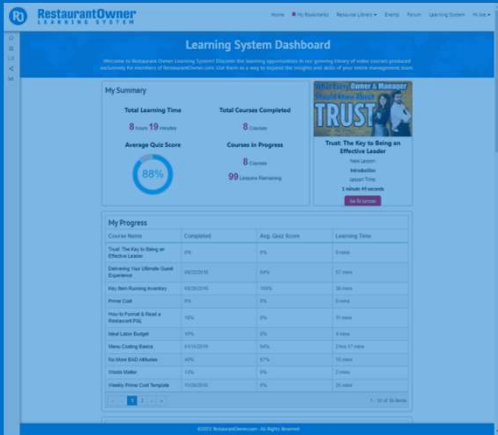
Onboarding

16

The Restaurant Owner Learning System

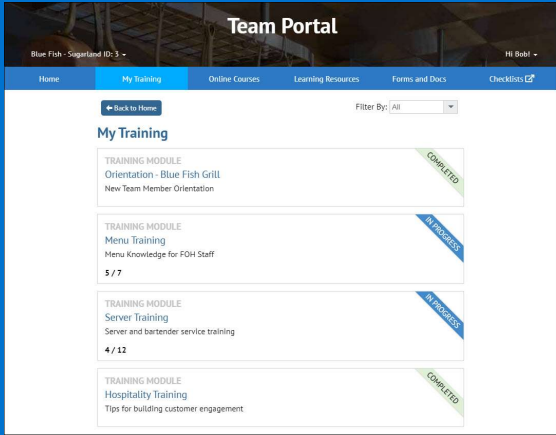
Team Development

Courses and Training Videos



Restaurant-Specific Training

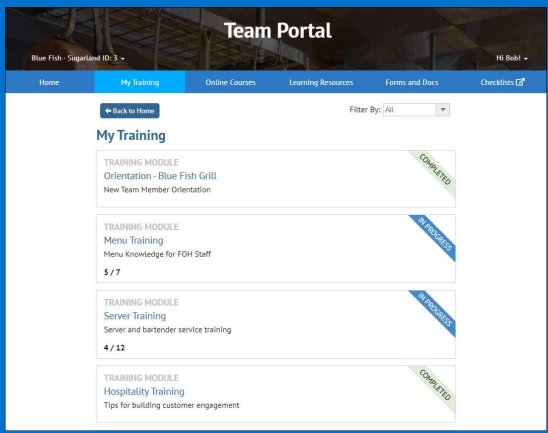
Custom Training Platform



17

Restaurant-Specific Training

Custom Training Platform



- Upload your own video, photos and training content
- Create step-by-step lessons using a combination of your restaurant-specific content and our library of training resources
- Build quizzes to test their knowledge
- Put it all together into position-specific training modules



18

Custom Training Templates

Library ID: 7190
Hi Joel

Team Portal

Dashboard
My Training
Online Courses
Learning Resources
Forms and Docs
Checklists

[← Back to My Training](#)

Employee Handbook

This module serves as a template to create an onboarding module using your Employee Handbook. Customize this using the templates found in Lesson Content.

Section 1 About Us	2 / 4
Section 2 About Working Here	0 / 6
Section 3 Health & Safety	0 / 8
Section 4 Workplace Policies and Procedures	0 / 6
Section 5 Onboarding Acknowledgement and Receipt	0 / 1

©2022 RestaurantOwner.com - All rights reserved.
Privacy Policy Terms of Use Contact

19

Custom Training Templates

Library ID: 7190
Hi Joel

Team Portal

Dashboard
My Training
Online Courses
Learning Resources
Forms and Docs
Checklists

[← Back to Lesson List](#)

Team Member Welcome Letter

We welcome you to [Restaurant Name]. We look forward to the opportunity to work with you and want you to know that we recognize our Team Members as our most valuable resource. Our continued success in providing the highest quality of food, beverages and service to our guests depends on having quality people like yourself and your fellow Team Members. We want you to enjoy your time here and are committed to helping you succeed in your new job.

We have prepared this training module to answer some of the questions you may have concerning [Restaurant Name] and its policies. This training module and its accompanying Employee Handbook are intended solely as a guide. Read it thoroughly and reference it often. If you have questions about anything, contact your (trainers, managers, owner) for assistance.

We hope you find your time with us to be an enjoyable and rewarding experience.

Once again, welcome to [Restaurant Name]!

Sincerely,
(Management Team, owner(s))

Lesson 1 of 25

[Next Lesson](#)

©2022 RestaurantOwner.com - All rights reserved.
Privacy Policy Terms of Use Contact

20

Plan the Training Agenda

Onboarding should be spread out.

Don't pile everything on them the very first day.

Emphasis on making their first day great

Example BOH Training Agenda – RO Resources

Position Training	Module	Onboarding	Shift 1	Shift 2	Shift 3	Shift 4	Shift 5 & Ongoing *
Knowledge ROLS Curriculum	Onboarding - General	Concept & History Working at Bluefish Grill Our Workplace	General Safety & Sanitation	Policies & Procedures			
	Menu Training	Menu Overview	Recipes Build Charts Presentation	Recipes Build Charts Presentations	Recipes Build Charts Presentations	Recipes Build Charts Presentations	Final Menu Test, if applicable
	Position Training	Job Description	Kitchen Basics	Food Safety	Quality Assurance & Cost Controls		
Other Resources		New Hire Paperwork	Recipe Book Opening & Closing Checklists	Recipe Book Opening & Closing Checklists	Recipe Book Opening & Closing Checklists	Recipe Book Opening & Closing Checklists	Food Handler's Certification
OJT With Trainer		Restaurant Tour Team Introduction & Observation	Work the Shift! Follow Trainer	Work the Shift! Assist Trainer	Work the Shift! Assist Trainer	Work the Shift! Trainer Follows	Work the Shift! Trainer Follows Trainer Notes Complete
Validation Manager		Training Schedule Review	Knowledge Check in with Manager	Knowledge Check in with Manager	Knowledge Check in with Manager	Knowledge Check in with Manager	Manager Validation Complete

*Depending on complexity of menu, operation and experience of new hire, training could continue.

21

How to Make The Most of Their First Day



22

First Day Checklist

Key Engagement Points

- Assigning a buddy
- Owner of manager meet and greet
- Tell them your story
- Why did you choose us?
- Why do you think we chose you?
- If I don't find you 15 minutes before you leave then please find me

FIRST DAY CHECKLIST FOR NEW EMPLOYEES

New Employee:	Start Date and Time:
Planning:	
<input type="checkbox"/> Set start date and time, review employment papers, assign a buddy/mentor.	
First Hour Meeting:	
<input type="checkbox"/> Meet and Greet <input type="checkbox"/> Share information and set the stage <input type="checkbox"/> Correct poor first impressions <input type="checkbox"/> Theft prevention <input type="checkbox"/> Reassurance and day's agenda <input type="checkbox"/> Invite questions <input type="checkbox"/> Close on a positive note	
Tour of Facility:	
<input type="checkbox"/> With emphasis on safety equipment & introduction	
Employee Handbook & Required Paperwork:	
<input type="checkbox"/> Provide timeclock and training access login credentials <input type="checkbox"/> Provide or order badge & uniform <input type="checkbox"/> Employee handbook <input type="checkbox"/> ID, identification and authorization to work documentation, W4, etc.	
Orientation & Training	
<input type="checkbox"/> Include an opportunity to be productive and receive positive reinforcement	
End of First Day Meeting:	
<input type="checkbox"/> Position the new hire to tell you the truth <input type="checkbox"/> Ask the questions you need to ask before someone else does <input type="checkbox"/> Ask the questions you need to ask to improve your process and head off problems <input type="checkbox"/> Close on a positive note and keep your finger on the pulse during the first week	
Make the first day the best day that person will ever have on any new job ever.	

23

First Week Checklist

Key Engagement Points

- Reinforce their decision to join your restaurant
- Market research
- Solicit feedback
- Ask for referrals
- Close

END OF FIRST WEEK CHECKLIST

Employee Name:	Employee Position:
Manager/Trainer Name:	Employee Start Date:
Audience Your Decision to Join the Restaurant	
<input type="checkbox"/> How did the week go overall? How would you rate it on a scale of 1-10? Why did you give it that number? What could we do to make things better? <input type="checkbox"/> Are you getting enough, too much or too little help overall? How's it going on the learning curve? How would you rate your progress on a scale of 1-10? How would you rate the way we train? How could it be improved? <input type="checkbox"/> Has your new job lived up to your expectations? Did anything surprise you? <input type="checkbox"/> Do you feel prepared to perform all your job duties? If not, what area(s) would you like more practice or training on?	
Market Research	
<input type="checkbox"/> Why did you decide to apply for work with us? <input type="checkbox"/> Why did you decide to take this job? <input type="checkbox"/> If we wanted to hire more people like you, how do you think we could get them to apply?	
Solicit Feedback	
<input type="checkbox"/> Most of the ways we do things around here were the very best way to do them when we started, and some things we've been doing the same way for years. Because you're only been with us a week now, you still have a newcomer's perspective. If you could change some or part of your job, what would it be and how would you do it differently? Is there anything else you would change?	
Ask for Job Applicant Referrals	
<input type="checkbox"/> Can you recommend any former co-workers or friends who you'd like to see work here with us? Where do you think he or she will fit in? Why do you think this person is would be a good match? <input type="checkbox"/> Who is the best manager/supervisor you ever worked for? Why were they the best? Do you think they might want to work here? <input type="checkbox"/> If they offer a referral then: <ol style="list-style-type: none"> a. Great. Would you like to ask him/her to apply, or would you like me to give them a call? b. Great. We don't have any openings right now, but when we do, I'll ask you the best way to get in touch with him/her. 	
Close	
<input type="checkbox"/> Do you have any questions or concerns I can help with? <input type="checkbox"/> Either I've heard/noticed that you're doing a great job so far. We're glad to have you as part of the team. <input type="checkbox"/> Do you have/developed that you're doing a great job so far and noticed that _____ needs some work. How can I help you with this or what can you do to improve in this area?	
Manager/Trainer Name:	Completed Date:
Manager/Trainer Signature:	

24

Other Firsts

Presenting Their First Paycheck

- Is this person an asset or a liability
- Asset
- Borderline
- Liability

30-day Onboarding Assessment

- Continue to invest in this person
- Allow this person to find another place to work

25

Key Takeaway



Manager and/or Owner follow-up and feedback is essential to making their new job a great experience

26

Upgrade Your Membership

Settings and Preferences

My Account

- Account Info
- Payments/Receipts
- Cancel Account
- Contact Us
- My Bookmarks
- Upgrade Team Plan

My Restaurant Team

- Get Started
- Add/Edit Restaurants
- Add/Edit Managers
- Add/Edit Team Groups
- Add/Edit Team Members
- Send Team Portal Login Link
- Shared Resources
- Shared Courses

Custom Training

- Add/Edit Lesson Content
- Add/Edit Quizzes
- Add/Edit Training Modules

Restaurant Owner Team Plans

Upgrade your membership to share Learning System courses and RestaurantOwner.com access with more than 3 managers or to **create custom training programs** for your staff. Review the options below to determine which plan is the best fit for your organization.

 Standard Plan	 Pro Plan	 Premium Plan
<ul style="list-style-type: none"> ✓ Best fit for smaller restaurants ✓ Includes access to all RestaurantOwner resources ✓ Add up to 3 users/managers ✓ Share resources with your staff on the RO Team Portal ✓ Access to the RO Team Portal for up to 30 staff 	<ul style="list-style-type: none"> ✓ For larger restaurants and multi-units ✓ Includes everything in the Standard Plan - plus ✓ Add up to 10 Managers ✓ Add up to 100 Staff ✓ Options to increase the number of managers and staff 	<ul style="list-style-type: none"> ✓ Includes all RestaurantOwner resources plus the Custom Training System ✓ Upload your own content and lessons ✓ Add quizzes and track scores ✓ Create position specific training modules

27

Complimentary for Premium Plan Members

<https://humetrics.com/store>

28

Q&A

Questions

Additional questions to
info@restaurantowner.com

29

Please Give Us Your Feedback

Just 4 very short
questions!

30

Make the Most of Their First Day on the Job

**The Most Effective
Strategy For
Improving Staff
Retention In Your
Restaurant**



Thank you for attending!

info@RestaurantOwner.com