

Innovation Stimulation Session:
Retention deserves your attention...
Labour is not your most controllable cost, turnover is.

harri

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Hospitality businesses feel the pain of disengaged employees

Your frontline teams are
constantly looking for new roles

54

of employees look for a new
role every 3 months

% Turnover feeds an ongoing
cycle of staffing challenges

100%

Rolling annual turnover for
restaurants

Rising labour costs are
diminishing profitability

89%

of operators cite high labour
costs as a major challenge.

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**Employee
turnover is
diminishing
profitability**



- **40** Employees in a restaurant
- **100%** Employee turnover
- **£1K** Cost per hire
- **£400** Revenue needed to cover cost at 10% profit
- **14th March** Break even on turnover!

£2m turnover | £5,480 per day | $£400,000 / £5,480 = 73$ days

The hidden cost of turnover

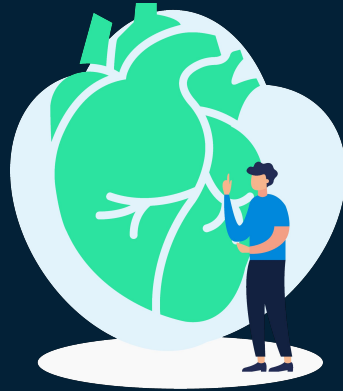
We want to hear from you...

- *What is your employee turnover?***
- *Why are employees leaving?***
- *What's your average tenure - why do they stay?***
- *What trends are you seeing?***
- *How are you engaging Managers in employee engagement?***
- *How do you support new hires in their onboarding and induction?***

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Administrative



Experiential



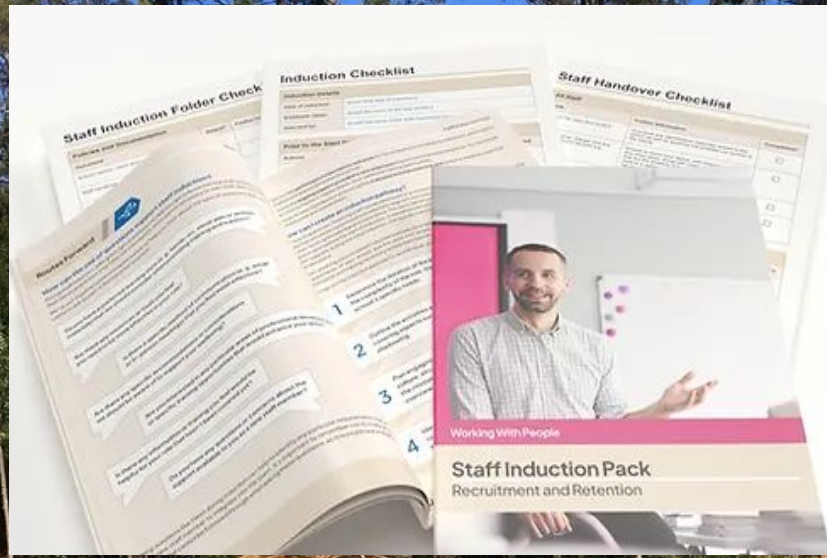
Learning



Feedback

Data

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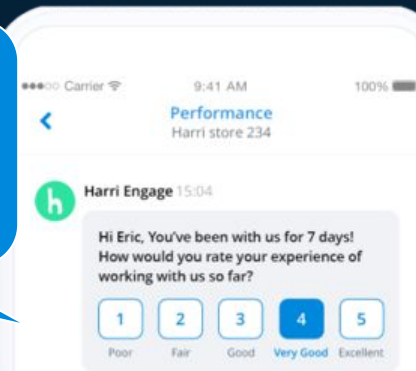
Propel communication & engagement across frontline teams

Feedback & Surveys

Ask employees how they're doing on a regular cadence, at clock-in for maximum adoption

Communication

Share important news/updates with all staff or by location/role



Employee Recognition

With relevant touchpoints, don't miss celebrating milestones and making employees feel valued

Training & Onboarding Support

Deliver extra support in those critical first 90 days to ensure employees have the information, resources and support to feel like they're prepared and stay.

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The prime reason people leave their jobs in four words...
Feedback that goes unheard