

15 Ways to Reduce Your Employee Turnover Rate

The typical restaurateur spends more than \$5,000 in hidden costs when an employee leaves, spending an average of \$146,000 in total per year. It's hard-earned cash that no restaurant — no matter how successful — can afford to waste. Stop employee turnover from making a dent in your profits today with these 15 ways to retain your staff and save you money.

Interview smarter from the start.

Sometimes, keeping turnover low simply means not hiring the wrong person at the start.



- 1. Advertise the position accurately:** Be as specific and thorough as possible when describing the job responsibilities, hours, and requirements.
- 2. Ask open-ended questions:** Don't just listen for answers, but for attitude. People who like what they do tend to stay longer.
- 3. Set up a "peer" tour:** Have an employee close in age to your applicant spend time with them can make them more comfortable. It can give you an opportunity for insight you might not get otherwise.

Train all staff better and more often.

Starting new people off on the right foot — and reinforcing what they learned over time — leads to employees that feel more secure about their job.



- 4. Take time to onboard:** Don't rush new staff onto the floor before they've had thorough training. It will save you money in the long run to take your time.
- 5. Schedule regular sessions:** Training is not a one-and-done event. Make opportunities for review and updating a regular occurrence.
- 6. Have an employee handbook:** Giving your staff a place to go to review the basics helps keep misunderstanding of the rules to a minimum.

Recognize achievement, not longevity.

Five and ten years are a long time to wait to be recognized. Awarding staff for the great things they do today only encourages more great things!



- 7. Ask what rewards they want:** Don't assume. Let your staff fill out an anonymous survey about what rewards are meaningful to them.
- 8. Share kudos publicly:** Don't hide your best performers' light in a barrel. Let it shine to inspire others to achieve recognition too.
- 9. Encourage peer nominations:** Employees who work well with and feel supported by their co-workers stay longer than those who dread coming to work.

Offer opportunity, not just responsibility.

Most employees, millennials in particular, want to know they have future growth opportunities in their job environment.




- 10. Lay out clear career paths:** Be upfront about what it takes to move up into management or higher positions.
- 11. Share success stories:** If you have staff that have gone through an internal promotion process, encourage them to share their story and inspire others.
- 12. Set up mentorships:** Take the need to learn new things and grow seriously. It can often provide exactly the motivation an employee needs to stay.

Ask questions — before AND after.

Keeping open lines of communication between you and your staff will help you identify staff “at risk” of leaving.




- 13. Establish real metrics for success:** Make sure your employees have objective goals to meet, conduct regular check-ins, and identify clear areas of improvement when necessary.
- 14. Hold an exit interview:** Find out why your employee wanted to leave. It could help you save the next person from making the same decision.
- 15. Leave the door open:** Be sure your best staff know that they are part of the family, and if things don't work out, they can return.



“That’s the key to a successful restaurant — make sure you take care of your people ... it’s not that hard. It’s so much more fun to have people you want to be with every day.”

—Steve DiFillippo, Owner
Davio’s, Boston, MA
Rewards Network client since 2011



Want to learn more about how Rewards Network can help your restaurant grow?

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restaurants@rewardsnetwork.com
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