

# Staying staffed in the post-pandemic era.

(excerpt from the Fast Food Managers Bible)

*During the pandemic lockdown & reopening, two trends affecting restaurant staffing emerged, the "Great Resignation" and "Quiet Quitting".*

*The Great Resignation affected every industry, but hit ours the hardest. Although restaurants were deemed 'essential services', many restaurants closed or changed their business model enough to cost many employees their jobs, or severely shrink the hours on their paychecks.*

*Those who stayed on saw tip income reduced when indoor dining was restricted. Customer anger over social distancing, mask enforcement and vaccination card rules forever changed the relationship between restaurant staff and their guests. Combined with dramatic increases in rent, food and gas, many employees vowed never to return to the (low paying) restaurant business.*

*Quiet Quitting has always existed in some fashion in all jobs, but has recently become a pandemic of its own. It describes the reluctance for any employee to show initiative, which in the past was often poorly recognized, taken for granted, and seldom rewarded or compensated for. The love that staff showed for their job was replaced with indifference and a "I'll only do what I am required to do, and nothing more" attitude.*

*Sadly, this philosophy not only frustrates managers but also co-workers, causing even more employee turnover.*

*What to do?*

*Here are some answers from winning restaurants.*

*Most are common sense, back to the basics practices. Some are a complete 180.*

- *Cheerleader, Coach and Player. A manager must be all three, every day.*
- *Compliments every day. "You did a great job, so glad you're with us"*
- *Create daily excitement. Post store records. Share sales info. Run friendly contests..*
- *Pay more. Out-play your competition to get better workers. As applicants and new hires increase, weed out the lesser performers and reward the superstars.\**
- *Be more transparent about pay rates to show the rewards of initiative and staying on.*
- *Many businesses encourage tipping at time of payment, dramatically raising "income based on performance". By programming your POS, a tip amount can be set as a default, actually letting customers pay for employee higher wages.*
- *Stir up employee positions. Avoid monotony.*

*Lastly, see what successful restaurants are doing. Surprising new ideas are out there in this new economy. The old rules simply don't apply any more. Change with the times.*

*\* As obvious as this sounds, many restaurants react to today's higher minimum wage by refusing to pay any higher, keeping everyone at the same rate regardless of performance. This simply encourages turnover.*