

Factors Causing Imbalances:





Lack of Motivation

Robotic like job and small opportunities for growth and development

Decreasing Job Satisfaction



Rising Costs

Turnover

150% turnover average for QSRs

Food & Labor Cost

Slimming margins due to ever increasing costs - cuts must be made elsewhere

Is Training the Solution?





Better Serve Guests

Gain valuable customer service and problem solving skills.

Gain More Knowledge

Learn brand standards and proper procedures, while gaining efficiency.

Retain More Employees

Builds confidence and increases job satisfaction.

Increase Profit

Leads to less turnover and overall gain in revenue due to increased guest satisfaction.



04
Reading/Writing

Read job aids and manuals on proper procedures

02

Auditory

Thoroughly explain tasks to the new employee and have them repeat how

01

Visual

Make sure the employee watches

the training videos in full and

retains the information.

to do the task back to them.

Kinesthetic

03

Hands on how things are done and

actively do the tasks with them

Training and Development Program

Recruiting

Constantly be recruiting and advertising to attract the best candidates.

Developing

Continuously train and give new goals to employees, ensuring they do not turn stagnant.

6

Training Leadership

Sending restaurant leadership to workshops about; interviewing, training and development.

Hirin

Avoid desperation hiring and look for red flags during the interview, never hire someone you feel will not work out.

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Retaining

Motivatie and increase job satisfaction by fostering a culture of positivity and high achievement.

Trainir

Online and instore training, coupled with a mix of learning mediums, yields higher results. Use as a chance to build confidence and learn crucial knowledge.

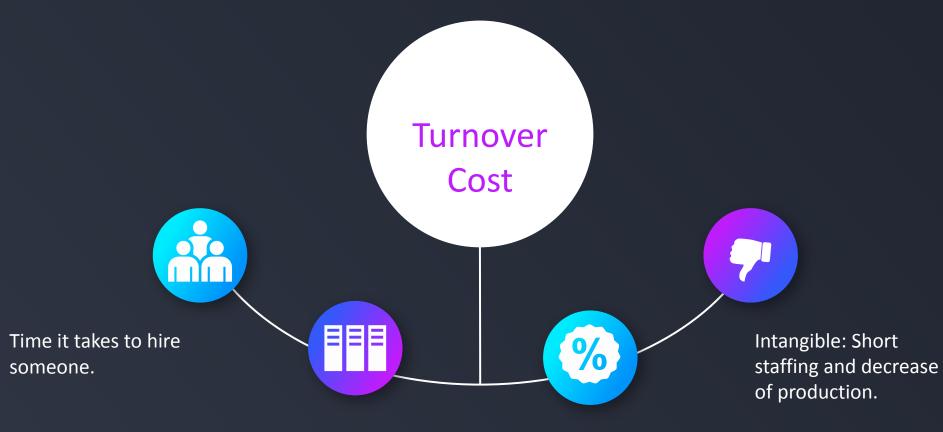
Hesitation to Train?



What is the point?

With and Industry average turnover rate at 150%, it is hard for QSR managers to rationalize putting some much time, money and effort into employees who may not even last 6 months.

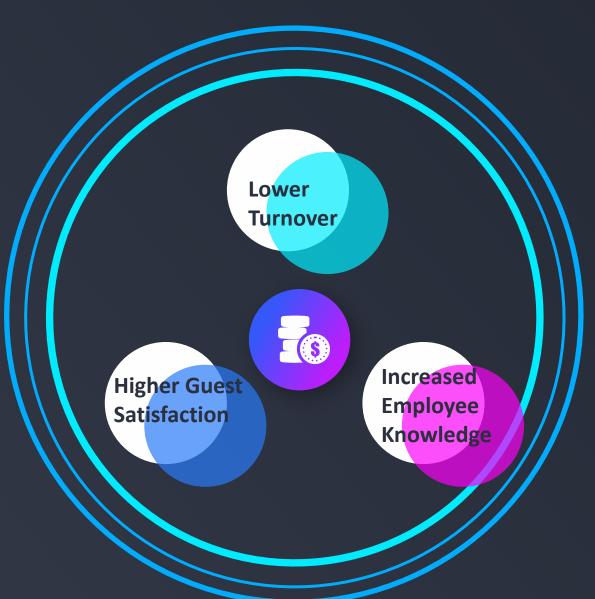
What is the Cost of Turnover?



Time it takes to train a new employee.

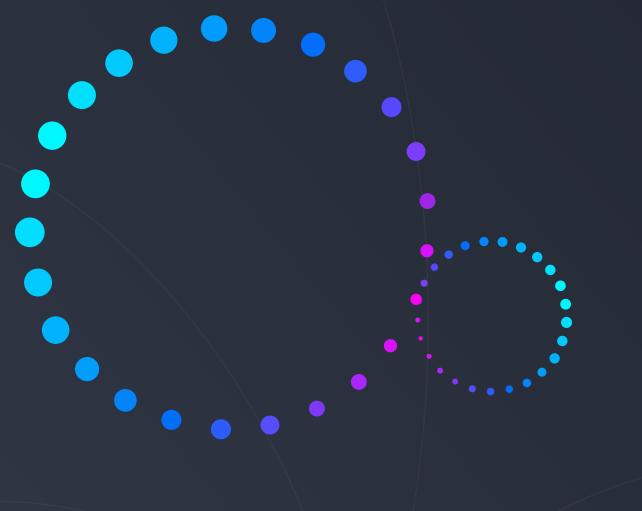
Time it takes for the employee to become proficient at the job.

— How Much to Spend?



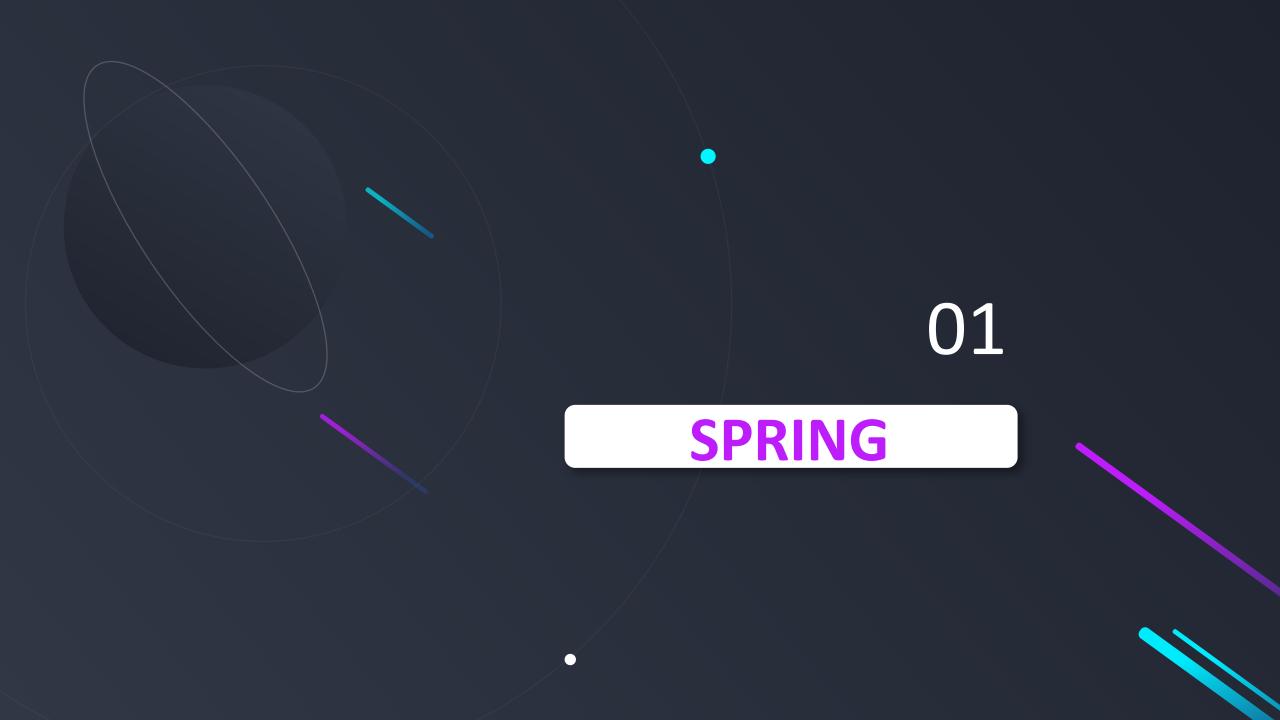
Training Budget

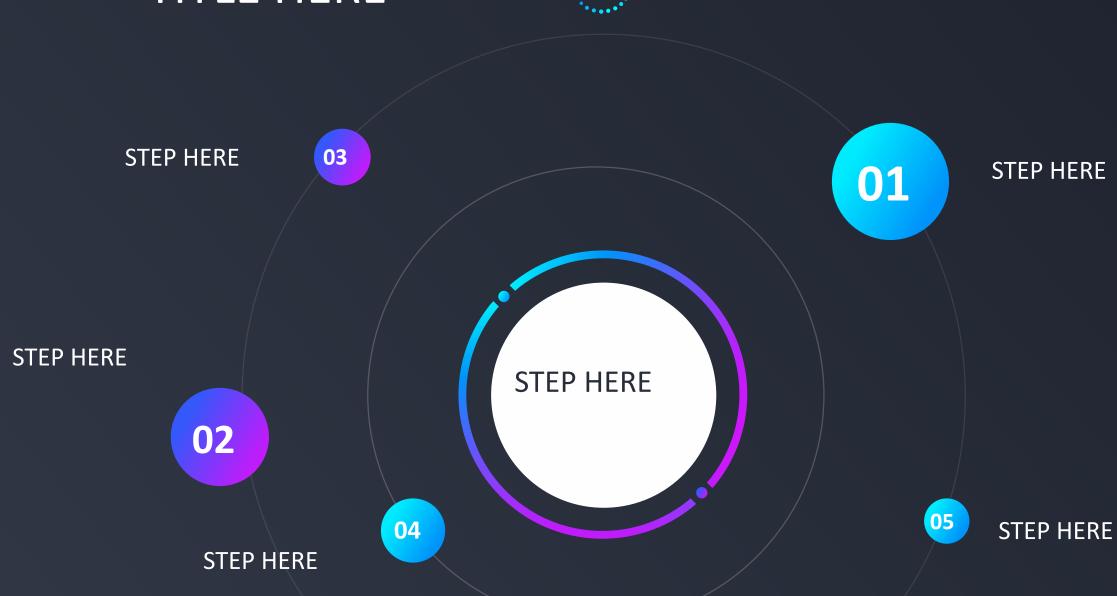
In order to yield maximum profit a QSR must remain in budget when deciding how much to invest in a training program, turnover cost is how restaurants must identify how much money can be invested in the program in order to stay within equilibrium.



THANK YOU!

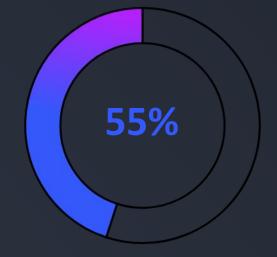
Does anyone have any questions?













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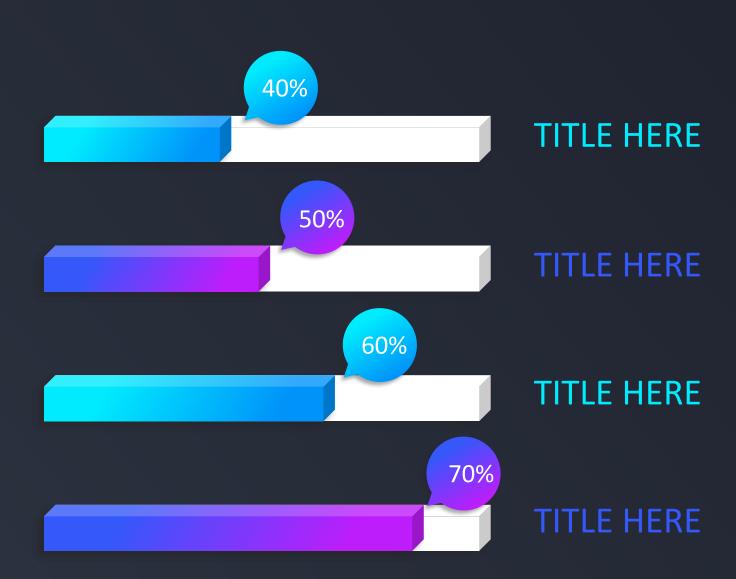
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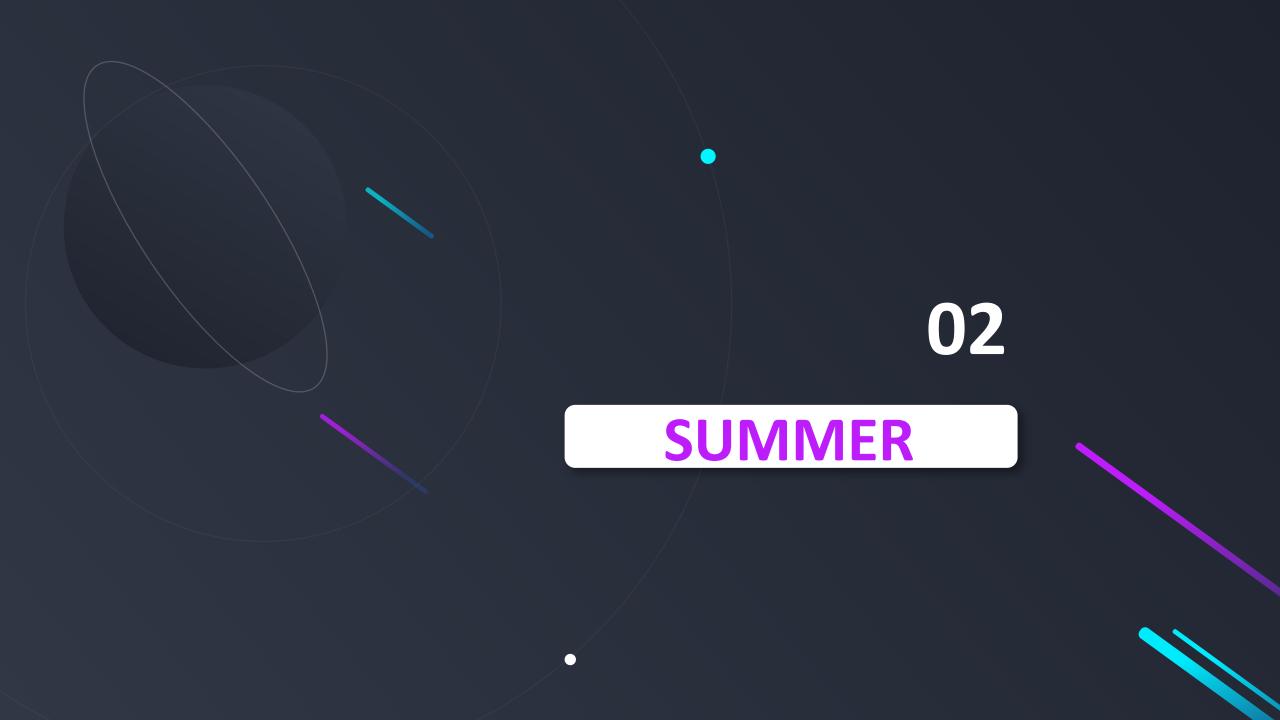
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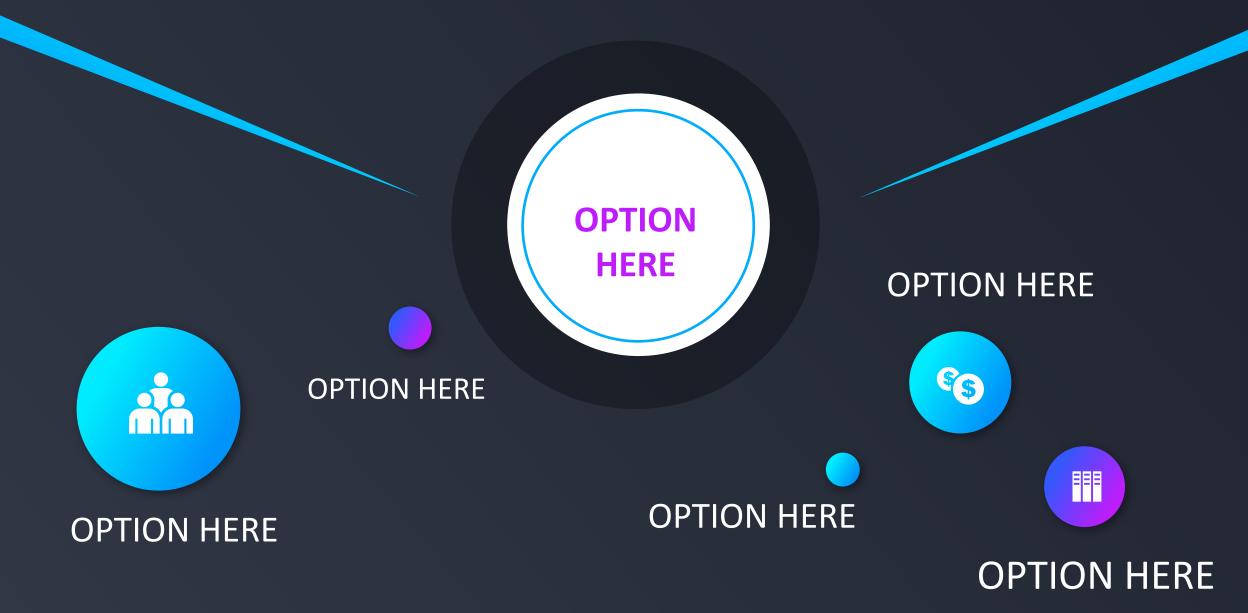


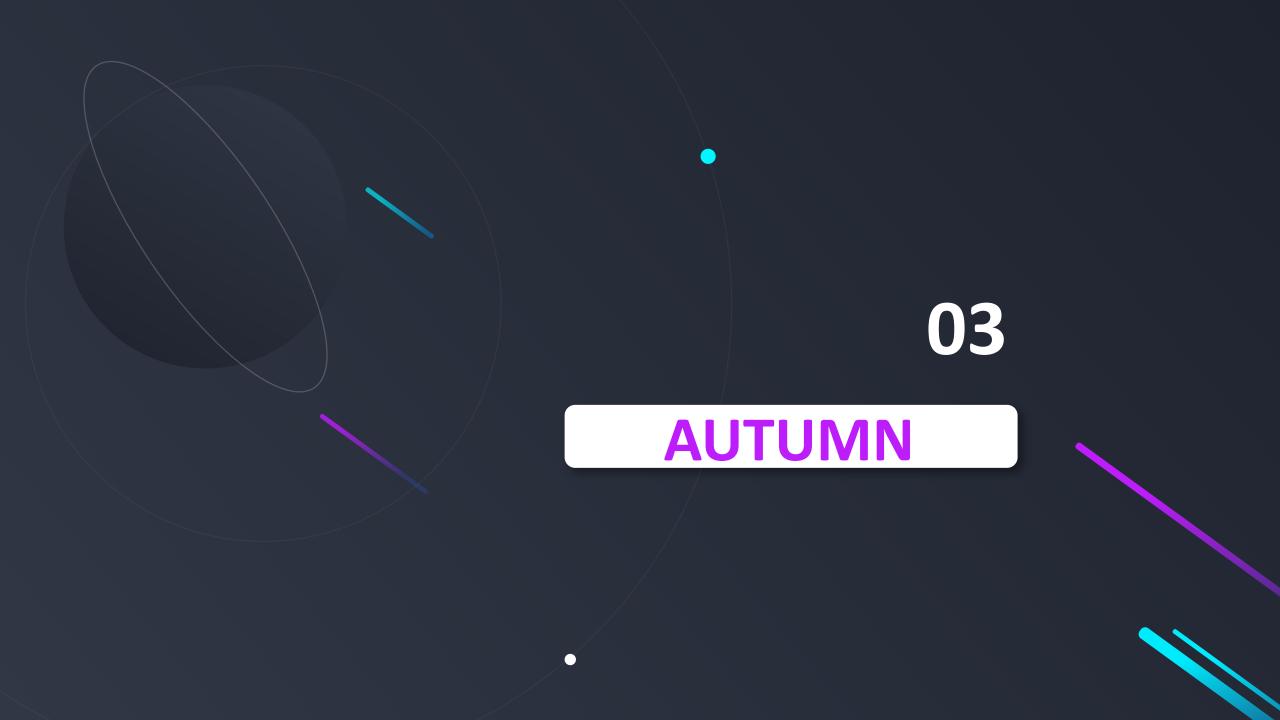


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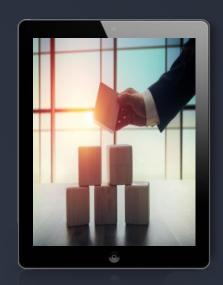
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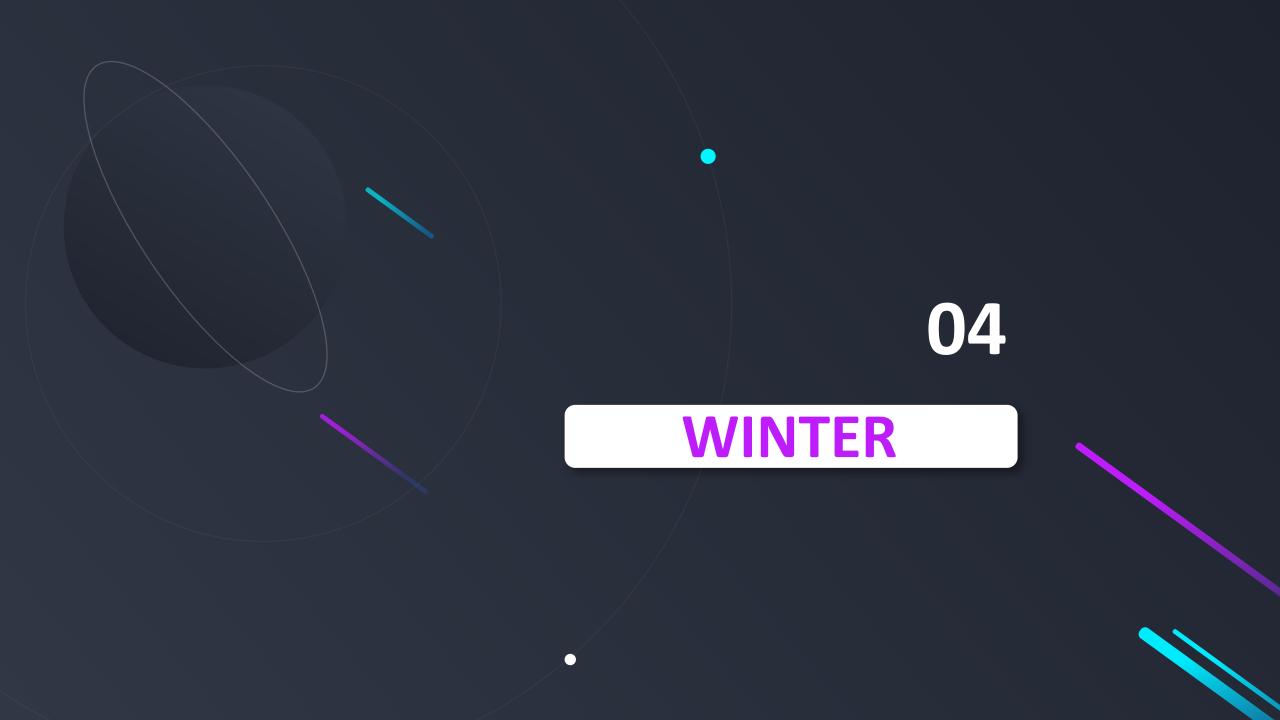


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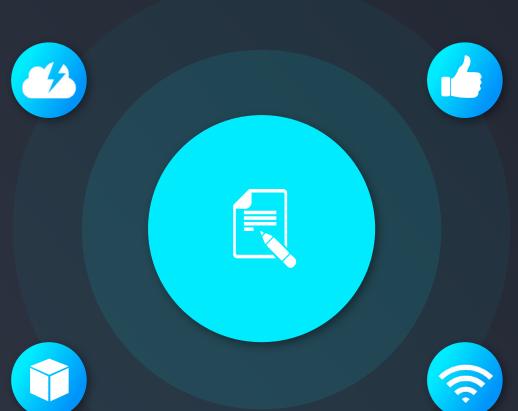
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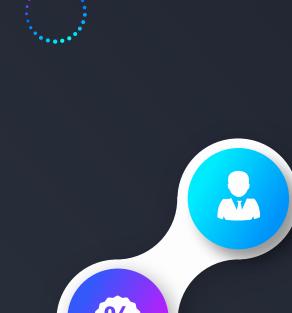
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