

HIRING & STAFFING

How Onboarding, Managers, & Technology Drive Restaurant ROI



RESTAURANTS POWER THE U.S. ECONOMY

- Restaurants **employ 10%** of the U.S. workforce
- The industry has **more than 100,000 jobs** to fill this year
- For millions of Americans, restaurants are a **first job**—and a pathway to long term careers

WHY STAFFING MATTERS

• **Understaffing is costly:**

Nearly 8 in 10 short staffed operators say it limits growth and success

- Being short even one employee can cost **hundreds of dollars** per shift and tens of thousands annually
- Understaffing leads to **lost sales**, slower service, higher overtime, and more employee stress

HIRING ONLY PAYS OFF IF EMPLOYEES STAY

- There is an **upfront investment** for every new hire.
- Hourly employees take about 1 month to become **“net positive;”** managers take 2-6 months
- **Early turnover** means restaurants lose both people and money

MANAGERS MAKE THE DIFFERENCE

- 87% of operators say **building team culture** is the most important manager skill
- Great managers **improve retention**, performance, and consistency—poor management drives turnover

TECHNOLOGY BOOSTS EFFICIENCY

- Technology **frees managers** to lead teams—not do paperwork
- 40% use digital **onboarding tools**; 29% use training platforms
- 94% of operators say **technology investments** did not eliminate jobs

THE BOTTOM LINE—Technology enabled hiring, onboarding, and training deliver measurable ROI for restaurants by accelerating hiring, reducing turnover, unleashing breakthrough efficiencies while developing a future ready workforce led by strong, well equipped managers.