

TURNING ATTRITION INTO ATTRACTION

WORKER INSIGHTS
FOR EMPLOYERS





Introduction

As the hospitality industry continues to change, so do the needs and wants of workers on the floor. Through a national survey with nearly 1,000 responses from our network of 1 million workers, we gained invaluable insight into the expectations of the hospitality workforce today.

This report summarizes workers' perspectives and aims to provide employers with a better understanding of how to combat attrition with attraction.

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Workforce Observations

A significant fear in the hospitality industry is that we won't recover the number of workers lost during the heat of the pandemic. While it's true that many professionals had no choice but to throw in the apron and move on — our findings show that employment numbers could be recovering.



MANY WORKERS STAYED IN THE HOSPITALITY INDUSTRY



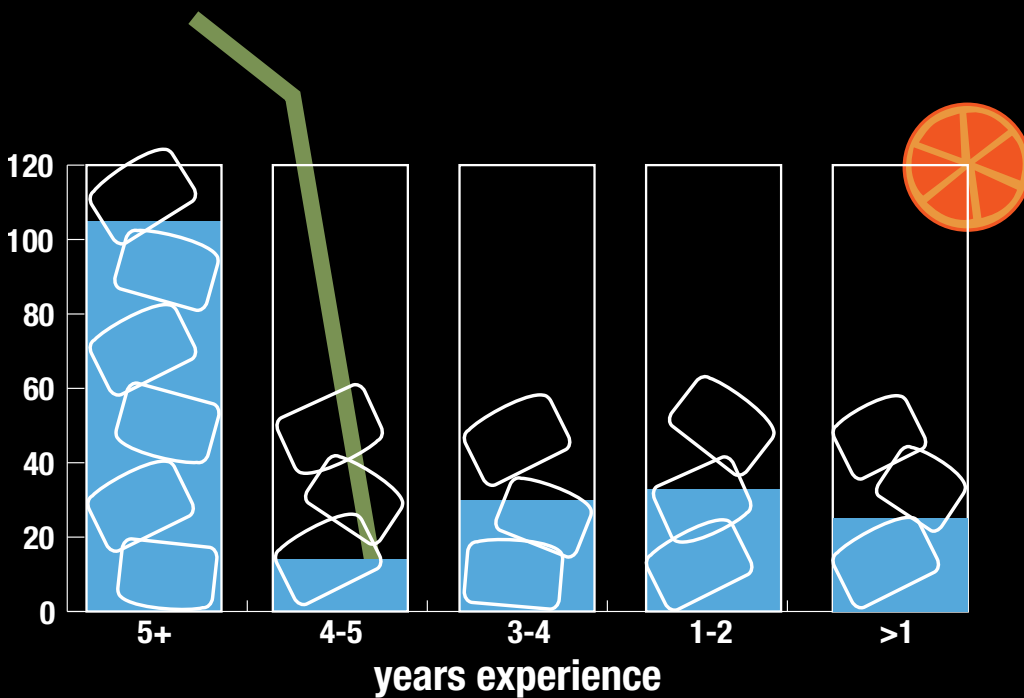
70.2% of total respondents claim to currently work in the hospitality industry, while 29.8% said they do not.

That means that **7 / 10** surveyed are working in hospitality...



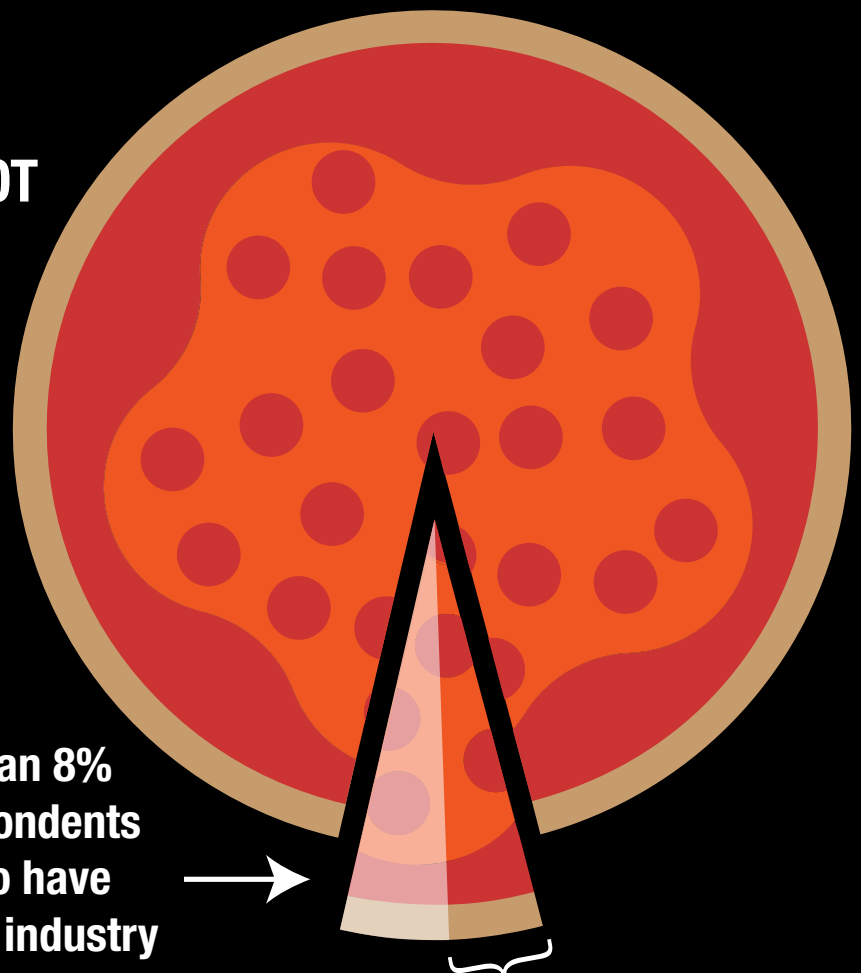
...and 74.2% of the 29.8% who don't are actively seeking hospitality work

RE-ENTRY IS STILL GROWING



Those who are looking to enter the hospitality workforce hold varying years of direct experience.

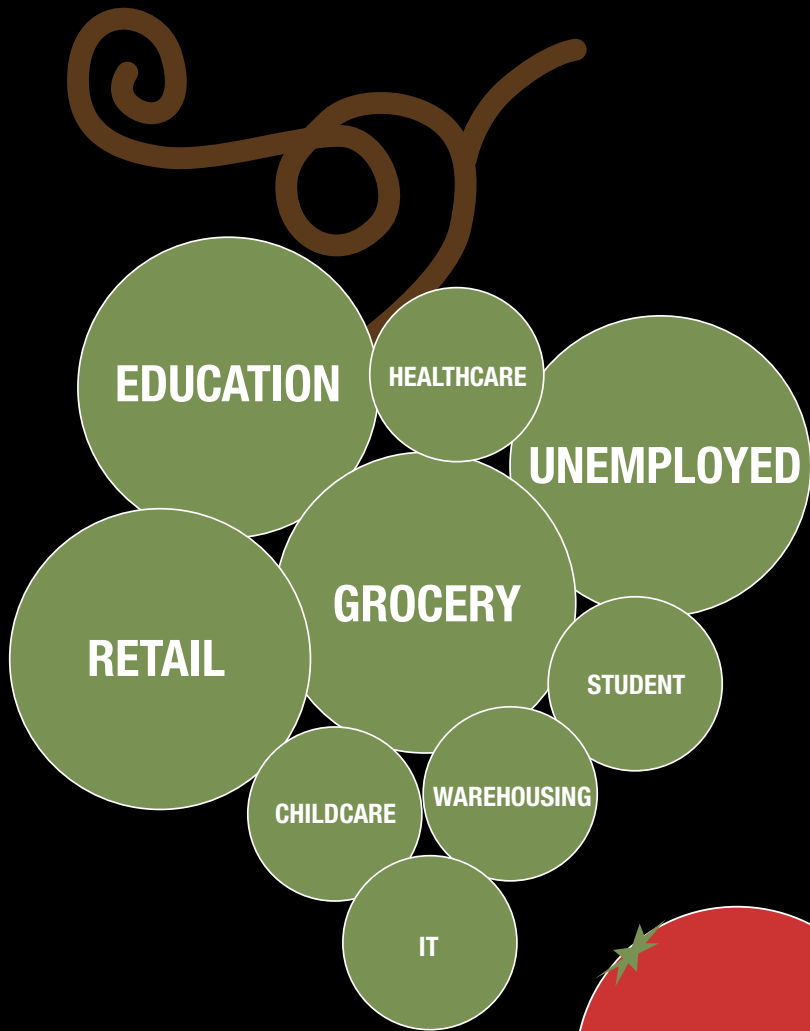
THOSE WHO LEFT MAY NOT BE GONE PERMANENTLY



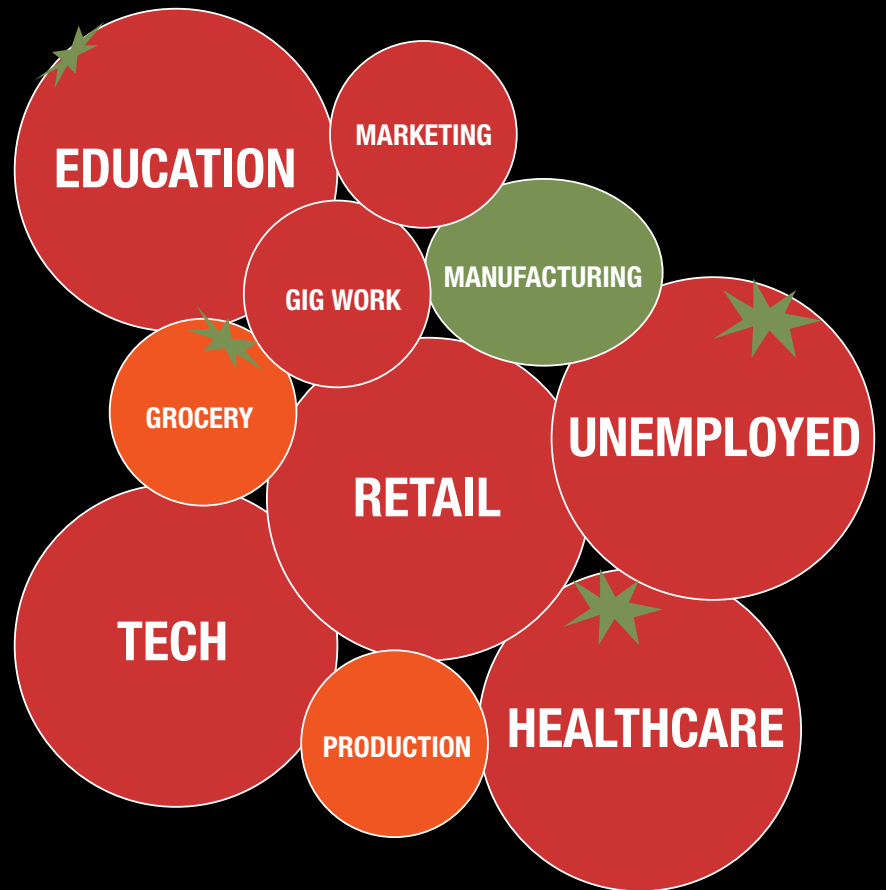
Less than 8% of respondents claim to have left the industry for good.

Of that group - 47.2% said they'd be interested in working in hospitality again, temporarily picking up shifts.

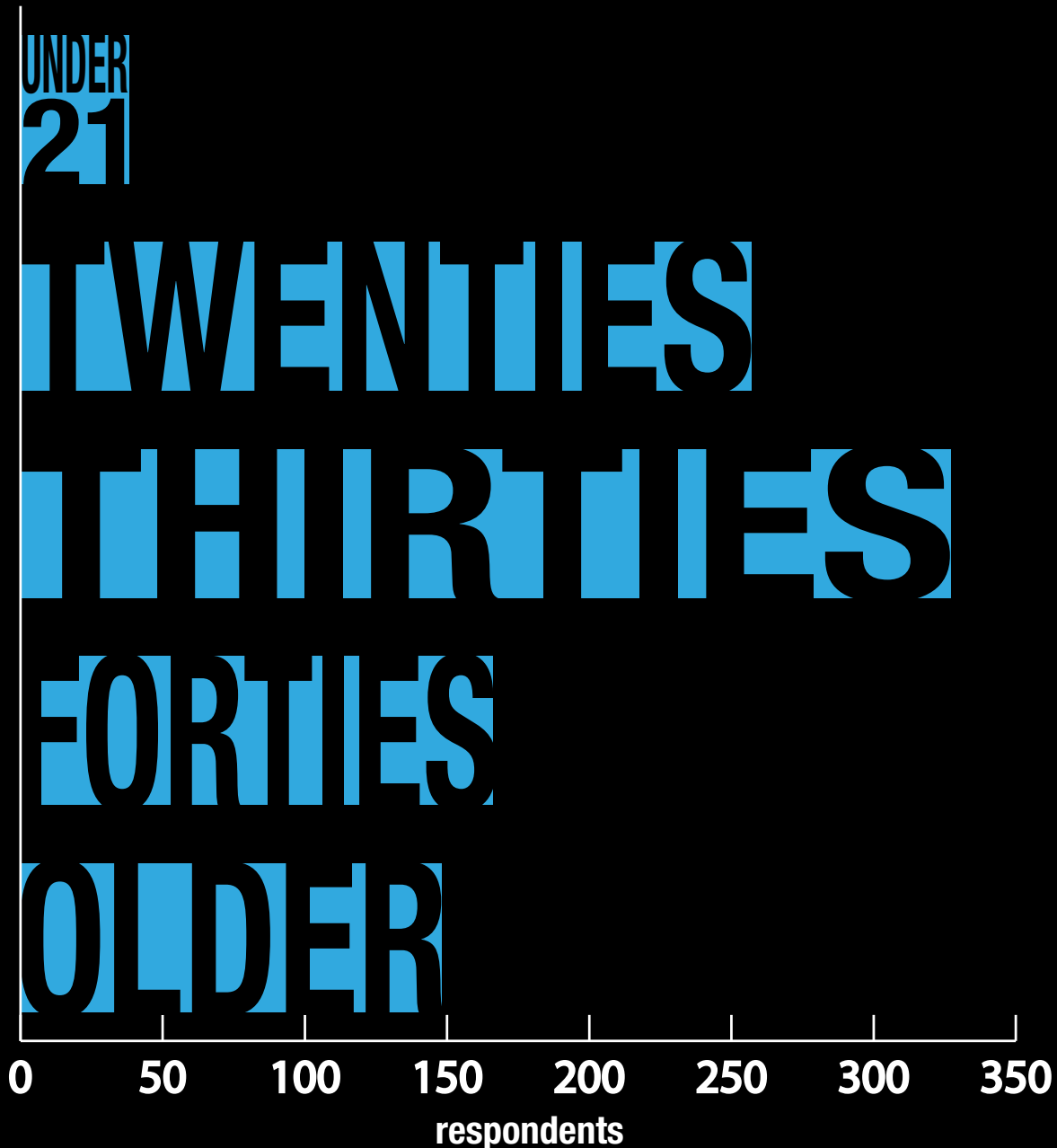
WHERE THEY'RE COMING FROM



WHERE THEY'RE HEADED



TEENS ARE NO LONGER A SIGNIFICANT DEMOGRAPHIC IN THE HOSPITALITY WORKFORCE



Until recent years, the hospitality industry was fueled by a teenage workforce, employing one-third of all working teenagers. As of today, our survey suggests that significantly more adults make up the hospitality industry.

This is important for employers to consider when hiring. A mature and experienced hospitality workforce has significantly different expectations, needs, and goals regarding employment and work satisfaction.

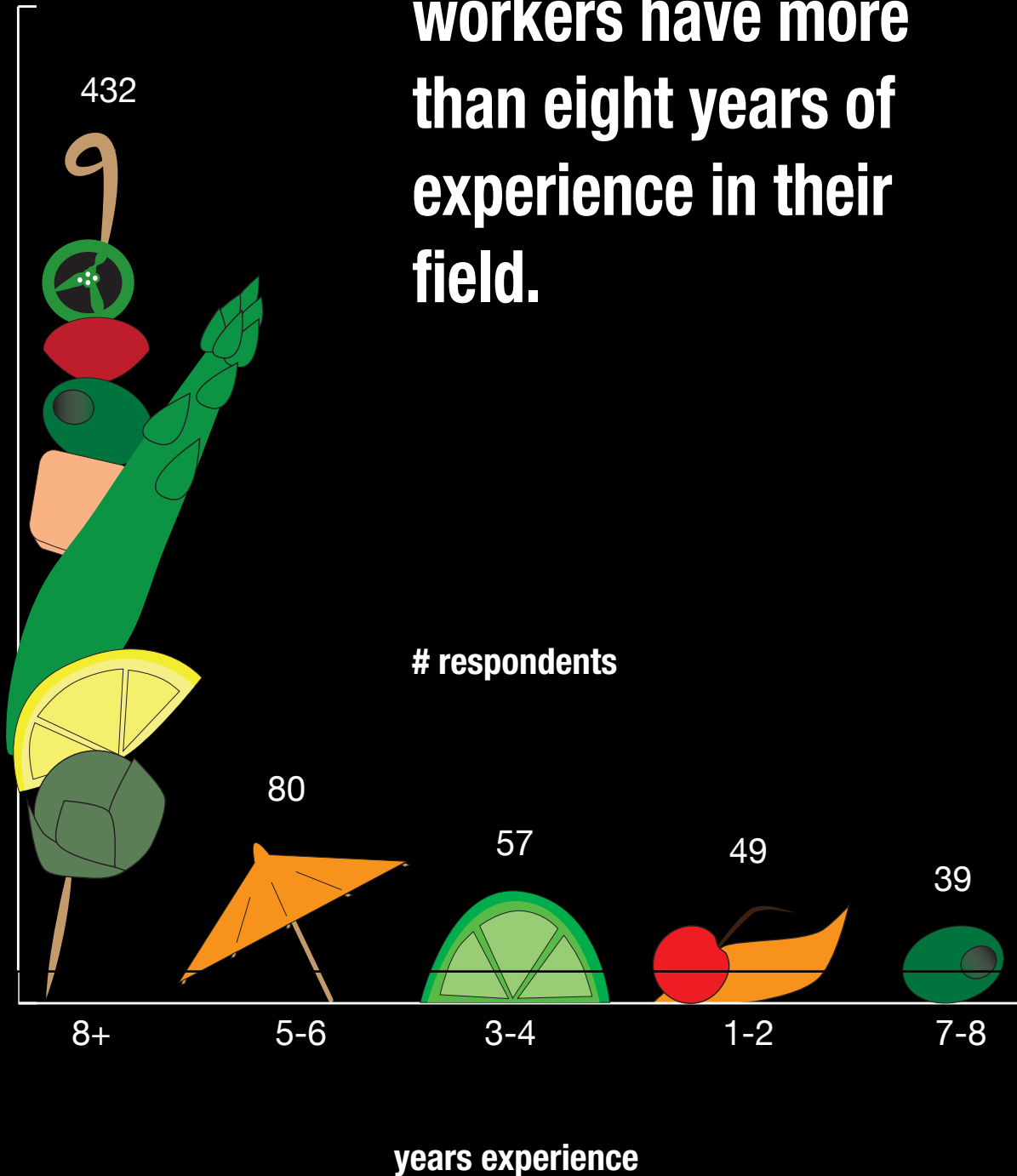
Experience & Tenure Insights

Understanding experience and tenure typical to the average hospitality worker on Poached is a great way for employers to gauge their own progress and set expectations for upcoming hiring needs.

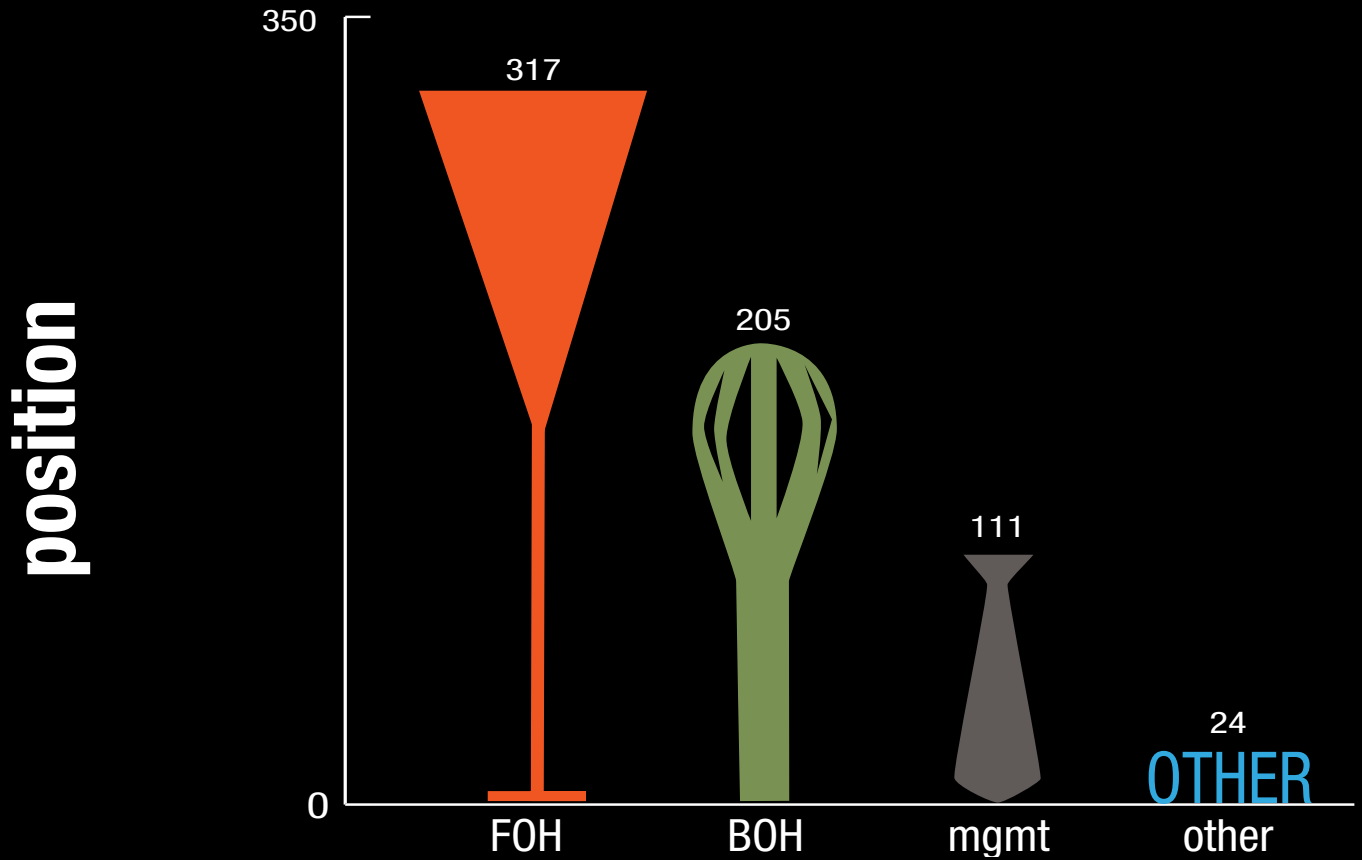


THE POACHED WORKFORCE IS MORE EXPERIENCED

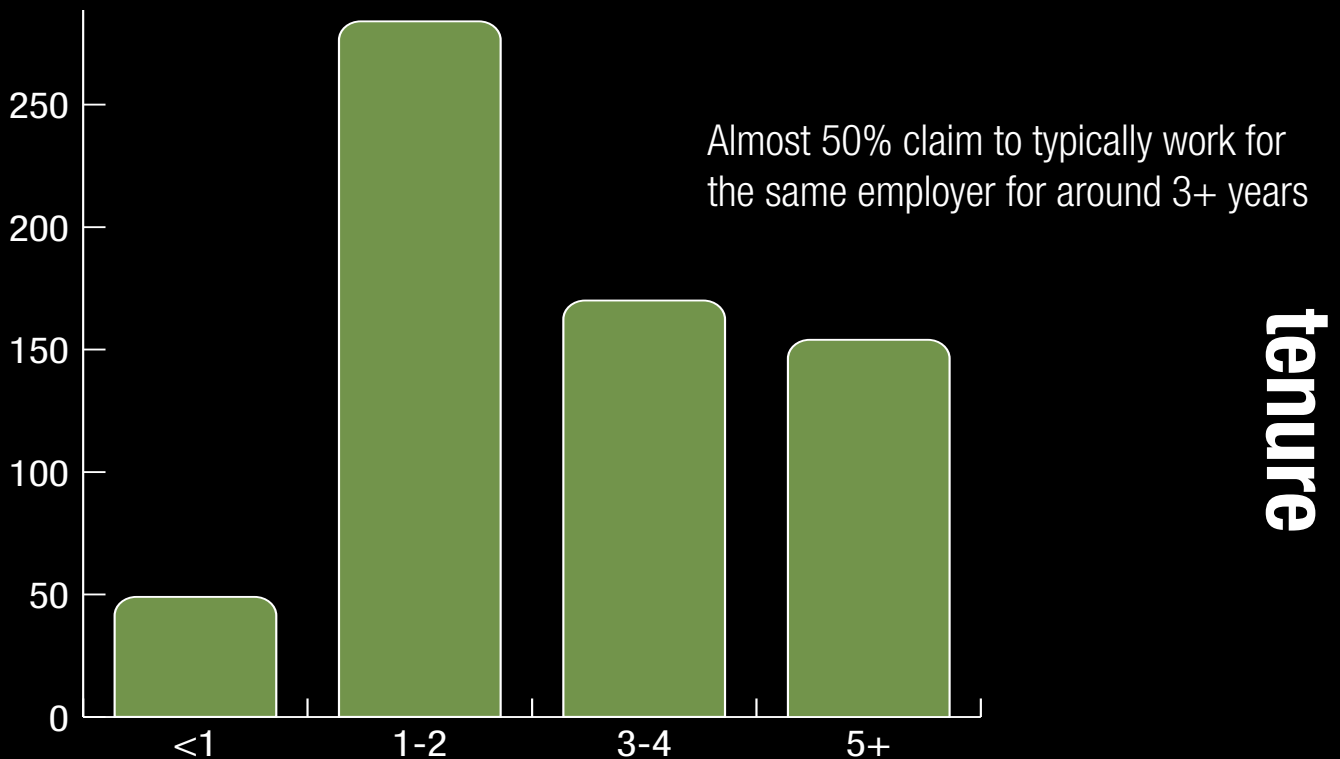
The overwhelming majority of Poached workers have more than eight years of experience in their field.



AVERAGE TENURES ARE HIGHER THAN TYPICALLY ASSOCIATED WITH HOSPITALITY



While tenure can vary significantly and can change rapidly based on many factors. Our survey suggests that the job seeking audience on Poached is loyal and holds above-average tenure.



Employment Expectations

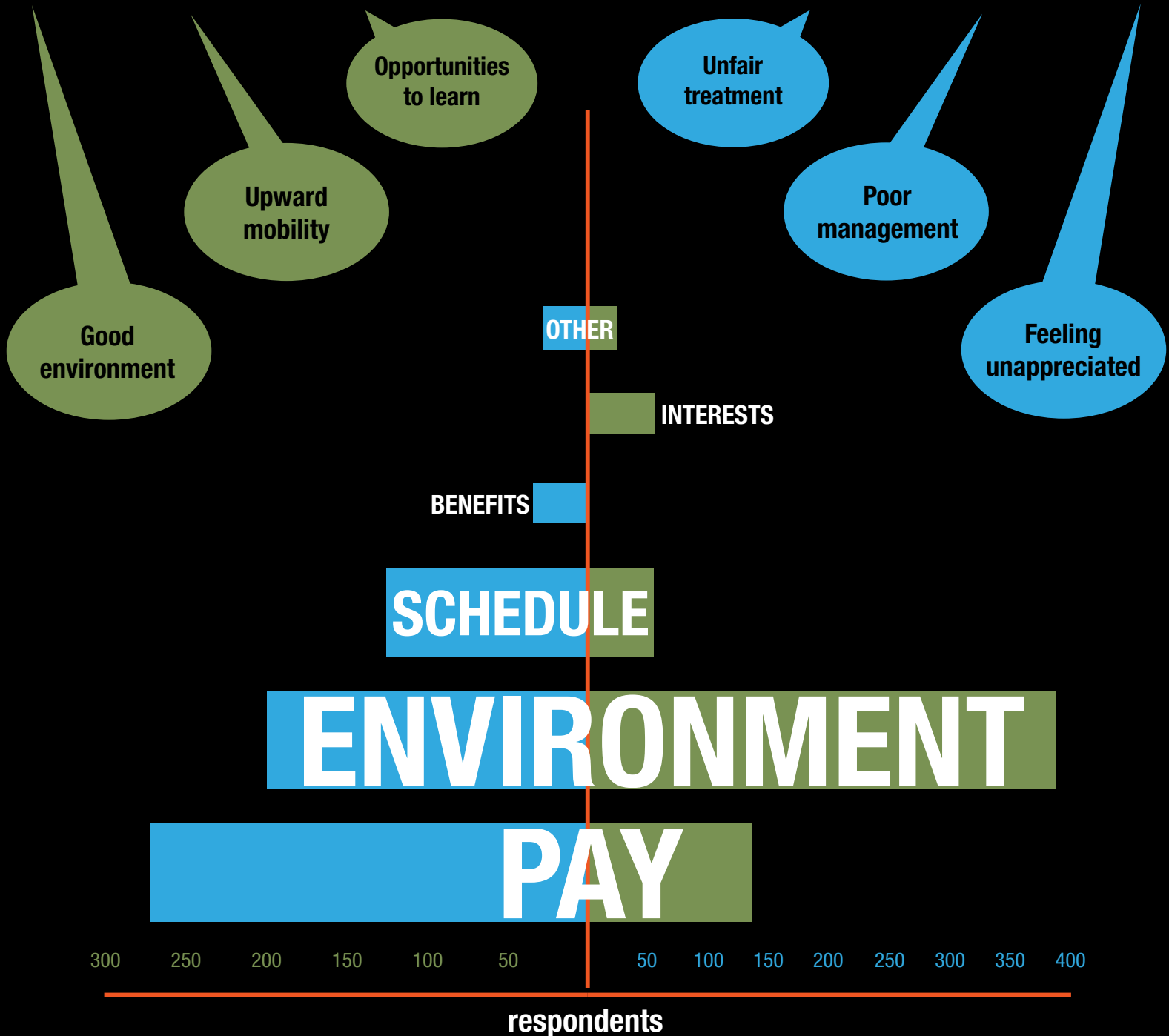
High employee turnover can cost upward of \$5,864 per employee. Improving retention rates should be top of mind for every hospitality employer looking to decrease staffing challenges and increase overall revenue.

Most motivations behind an employee staying or leaving boils down to foundational employment practices and management styles. If noticing quick turnover, compare your employment model to the results below and reflect on areas for improvement.



WHY THEY STAY

WHY THEY LEAVE



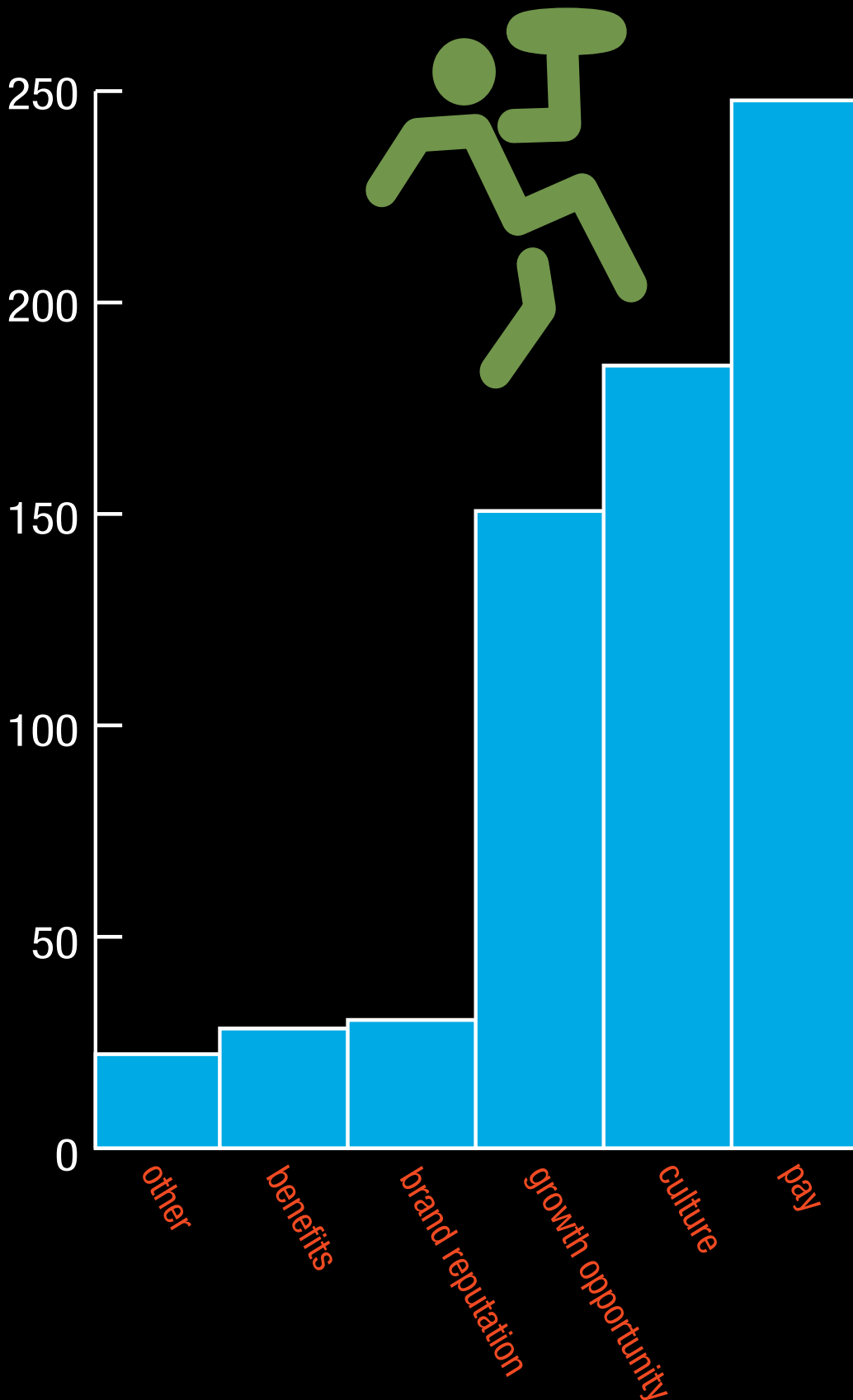
Job Seeker Motivations

Who you hire is the most important part of running a successful restaurant.

Most employers create job posts examining only their needs and expectations for the role. Knowing what motivates job seekers to apply for one job over another and crafting a job description to address those needs in addition to your own is the secret sauce to a successful hiring process.



Pay, company culture, and growth opportunities are the most important aspects of a job listing to seekers.



Consider crafting a message that addresses each of these topics and place it at the top of your next job description.

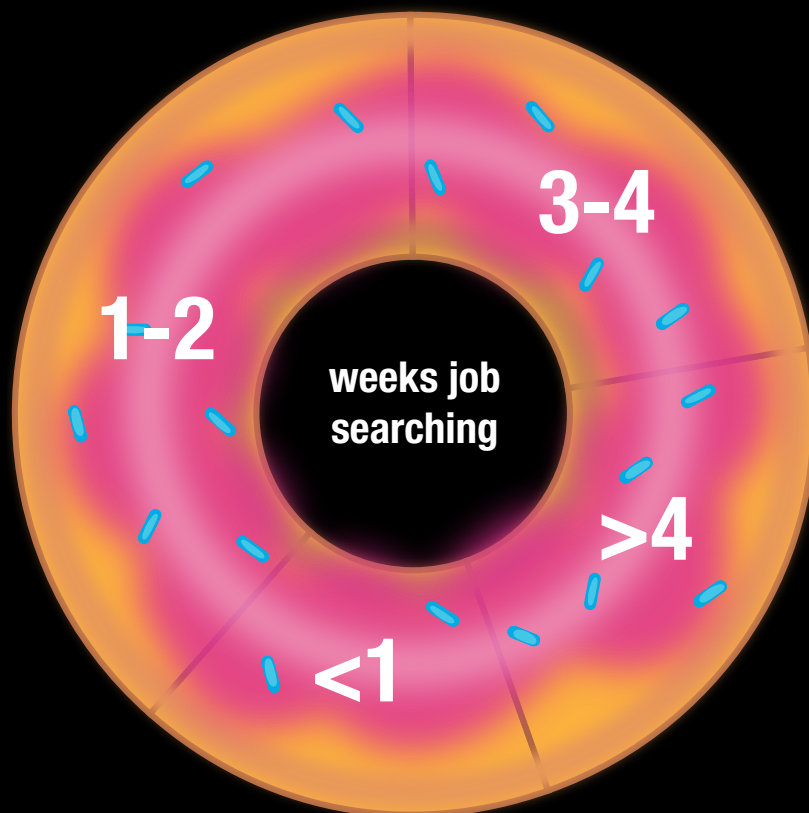
Putting the worker's needs and interests above your own can go a long way in increasing your candidate pool. At the end of the day, your job post is a sales advertisement.

EMPLOYMENT MOVES FAST IN THE HOSPITALITY INDUSTRY

55.3% of job seekers find work within 2 weeks of launching their job hunt, but don't lose hope...

...the remaining 44.7% of job seekers take 3 weeks or longer to find their next job.

Continue to add promotional budget or edit your job description to draw more eyes.



ARE JOB SEEKERS COMFORTABLE WITH VIDEO INTERVIEWS?



Other job sites heavily promote video resume options as a new tool to increase application submissions. For now, most job seekers aren't interested — and using these services could actually push them away.

Compensation Insights

Historically, Hospitality work in the US is considered minimum wage work. Since the federal minimum wage hasn't increased since 2009, pay and lack of benefits have greatly contributed to common staffing issues that operators face.

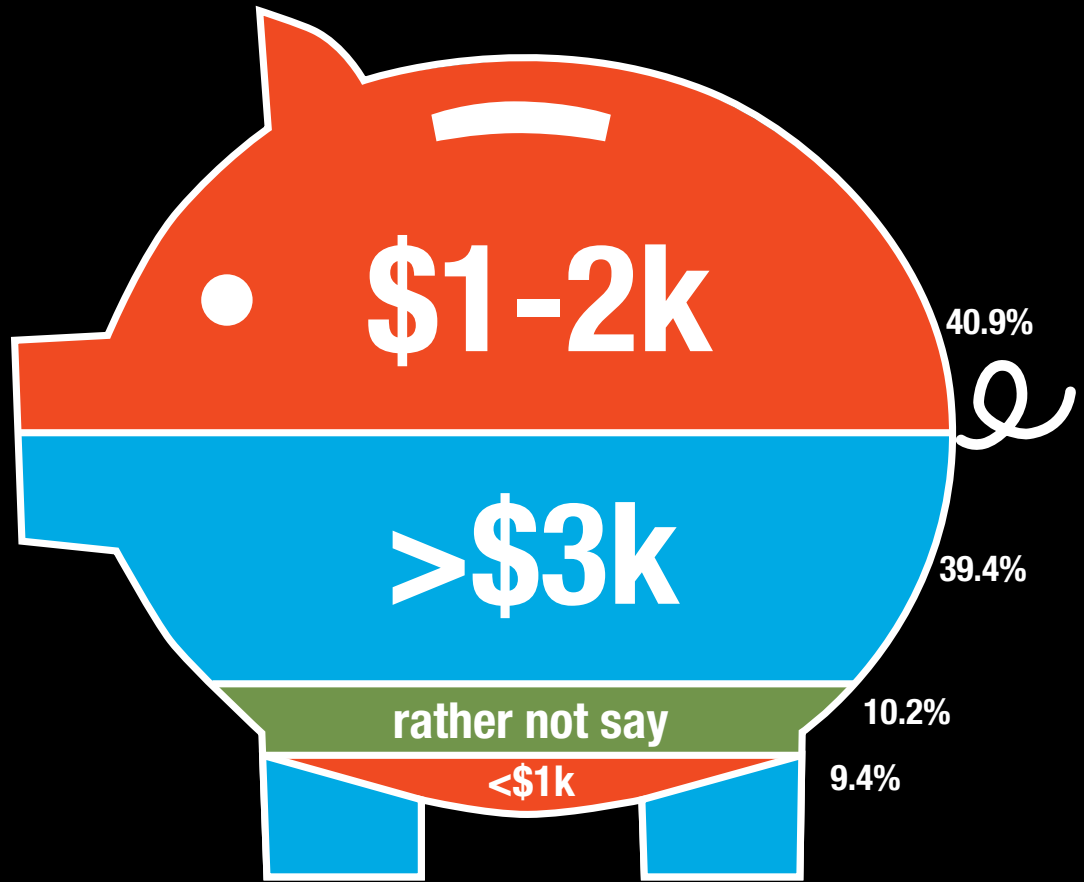
Employers must understand hospitality workers' expectations and needs to increase their competitive edge regarding compensation.



AVERAGE MONTHLY INCOME AMONG HOSPITALITY WORKERS

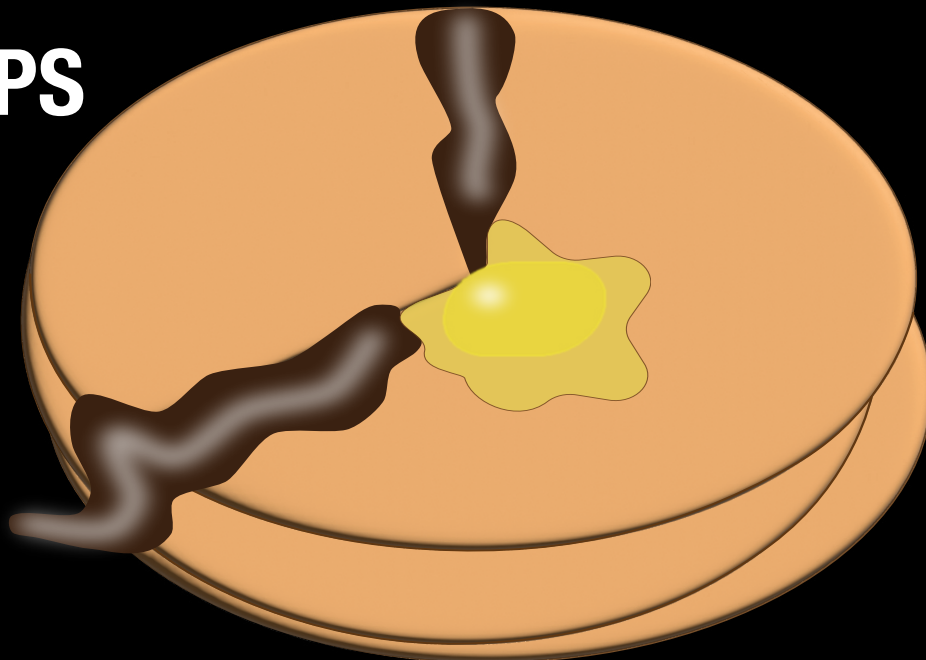
The average compensation of hospitality workers ranges anywhere from \$1000-\$3,000/month

This means most workers make from \$8-\$25/hr for a 30-hour work week.



While hourly wages at that price can be costly for employers, tips are still a large portion of hospitality workers' income.

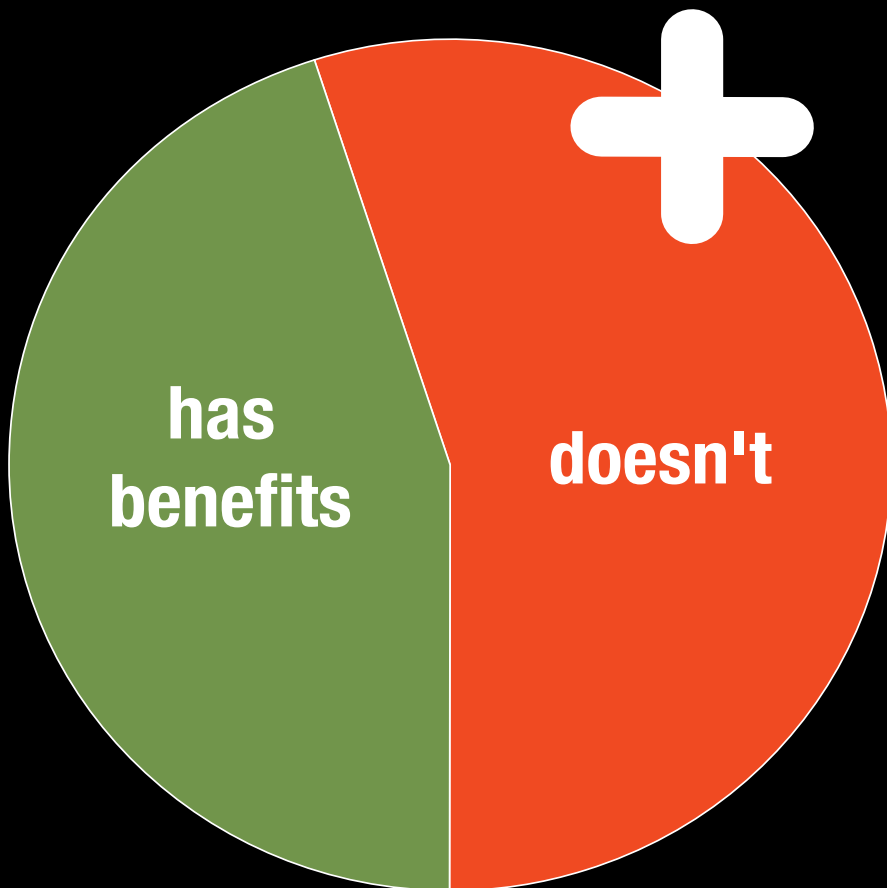
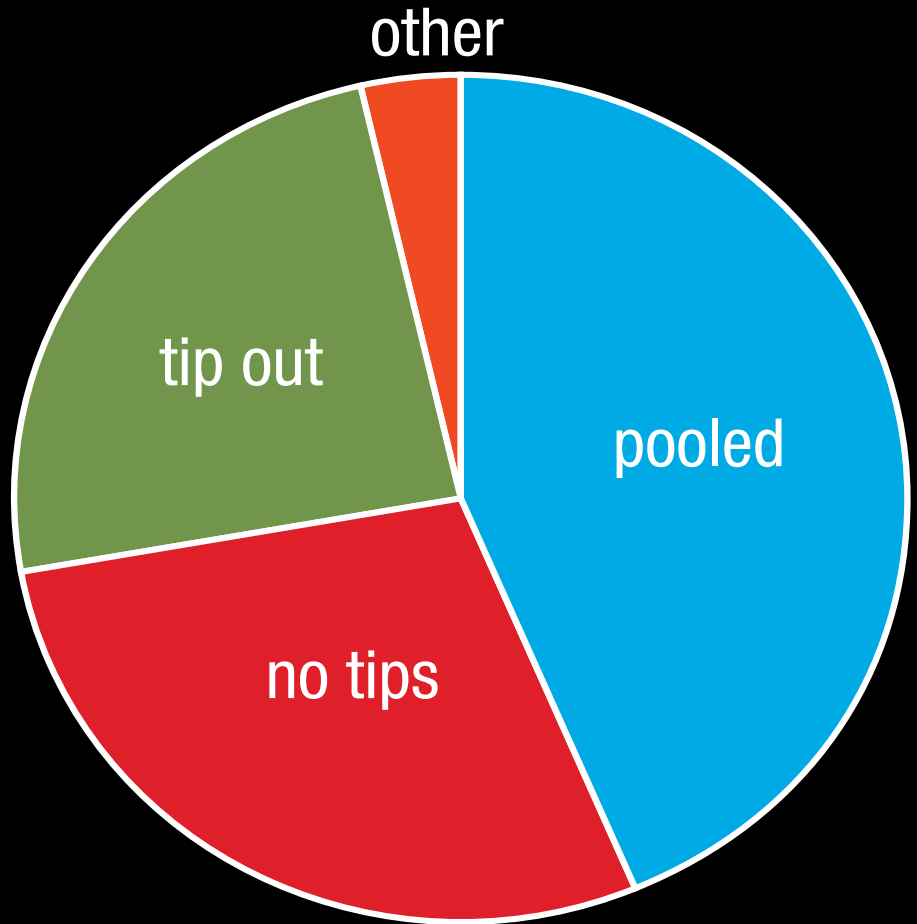
NO TIPS
35%



TIPS
65%

TIP AND BENEFITS EXPECTATIONS

To reduce pay discrepancies, more and more restaurants are implementing a pooled tip structure to more evenly distribute tips based on hours.



Nearly half of the respondents working in the hospitality industry are offered benefits from employers, suggesting that it's increasingly common and even expected.

Conclusion & Solutions

The pandemic has only made hiring more difficult. Yes, the industry is rebuilding, and workers are clearly coming back, but we can't ignore that many have left, and fewer are coming in for the first time.

In addition to a competitive hiring market, hospitality employers now face competition from gig industries offering low-barrier entry, higher pay, and more flexibility.

In what is being called, The Great Attrition, hospitality workers seek more professionalized opportunities. They're motivated by higher pay, better management, positive work environments, and growth opportunities. These are all aspects in direct control of the employer.

By focusing on improving retention strategies and adapting to new hiring processes, hospitality employers can meet the workforce's needs and attract suitable candidates for their jobs.

Our newest service, Poached Shifts, was built to bring flexibility to hospitality employment so employers and workers can better connect.

By posting individual shifts, employers can fill in when short-staffed to help ease burnout within their existing team. Additionally, employers can take their time to find the best candidate for their open roles, increasing retention rates by making better hires.

Whether in hospitality or not, Poached Shifts creates more flexible opportunities for workers to earn extra income as it fits within their schedules and network with employers that support their career goals. It also creates an open-door policy for those who left the industry, but are still interested in working in hospitality periodically and temporarily on their terms.

As our industry continues to battle the effects of a global pandemic—employers and workers need more effective ways to connect than traditional employment models offer. Poached Shifts bring the flexibility needed in today's labor market.

[Connect with us today](#) to hear more about how Poached Shifts can help you!