

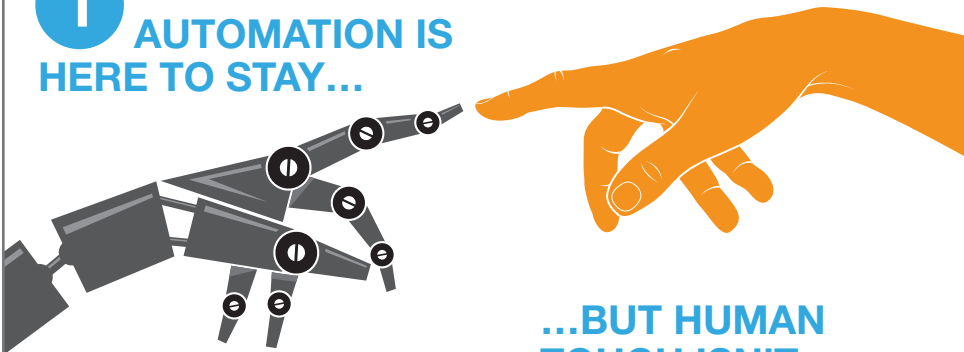
4 Top Trends Affecting Restaurants Today

IT'S NO SURPRISE THAT **LABOR COSTS ARE ON THE RISE.**

Over 60% of restaurant operators say they've seen labor costs increase in the last year

64% expect cost increases to continue throughout the following year.

1 AUTOMATION IS HERE TO STAY...



85% of consumers have used a self-service kiosk to order and pay for food in a restaurant.

...BUT HUMAN TOUCH ISN'T GOING ANYWHERE

60% of foodservice operators said that their customers prefer service from an actual human being.

71%

of consumers 18 to 34 years old say they'd prefer to order via a tableside tablet.

3 RETAINING TALENTED EMPLOYEES IS TOP PRIORITY

- Approximately **3 million Americans** voluntarily quit their job every month.



- Average tenure of a restaurant employee is just 1 month, 26 days.**

- The top reasons for quitting:
 - 1) a poor onboarding experience
 - 2) a lack of clarity surrounding job duties and expectations
 - 3) a bad boss

Promoting from within and encouraging a better quality of life can also retain top talent.

2 OPERATORS MAY BENEFIT FROM HIRING OLDER WORKERS

- Attracting and retaining employees is one of the top five challenges noted by restaurant operators.
- Operators may be able to fill vacancies by changing employee demographic.

40% of people ages 55 and over are still looking for work.

4 WORKFORCE MANAGEMENT IS A SIGNIFICANT CHALLENGE

- The average restaurant, bar or club owner spends an average of **2.64 hours** on scheduling every week.



- Top challenges of scheduling, according to managers:

20% | Balancing employee scheduling requests

14% | Fair scheduling practices among employees