



# HOW BBSI SUPPORTS RESTAURANT AND HOSPITALITY COMPANIES

BBSI has years of experience consulting with restaurant and hospitality companies, which means we know how to navigate the ever-changing conditions they face. We pair all of our clients with a local, experienced Business Unit team to help manage risk and streamline operations.

While the focus for owners and operators within the restaurant and hospitality industry is often on customer service, it's equally important to manage all staff members, especially those in back-of-house operations. Too often, businesses fall behind in these areas, which can negatively affect their future success.

## BBSI IS HERE TO HELP

### RISK MANAGEMENT

Hospitality and restaurant business owners face unique risks associated with dangerous work environments, such as hot kitchens, fickle equipment, and irregular working hours. The nature of food preparation in a high-stress environment increases the risk of injury for cooks, wait staff, and other employees moving in and out of the kitchen. Housekeeping staff also face a high risk of injury. For example, slip and fall accidents are among the most common and expensive workers' comp claims – costing \$198.4 million annually. BBSI provides a Risk Manager who can observe business operations to manage risk and help define “profit behaviors” to increase overall results.

### STAFFING & RETENTION

The post-pandemic labor shortage has made hospitality and restaurant staffing and retention increasingly difficult. Without a full staff, some businesses have had to cut back their business hours, in turn lowering their profit margins. At BBSI, we offer strategic recruiting and retention plans that cover job postings, interview training, and other techniques to help our clients stand out from the competition.

### CULTURE & LEADERSHIP

Restaurant kitchens are high-pressure environments with unique cultures that have historically accepted loud, intense, and sometimes unfavorable conversation between managers and staff. This back-of-house culture undeniably impacts retention, especially as more young millennials and Gen Zs make up the workforce. One or two toxic personalities can affect the work environment and make shifts unbearable for some employees. BBSI addresses these issues through leadership coaching and culture management, teaching managers to develop employee empathy and remove impulsivity from disciplinary decisions.

### THE MATH OF BUSINESS

Most restaurant owners got into the business because they have a passion for food. However, they may not have had extensive experience with or knowledge about the operational side of running the business, such as food costing and inventory management, auditing, employee management, and more. With factors like fluctuating ingredient costs and bartenders' tendency to over-pour, profit margins can shrink right before their eyes. BBSI's Business Partners can help take an objective look at the numbers to identify ways to eliminate administrative burdens and streamline operations.

# WHY BBSI?

BBSI (NASDAQ: BBSI) is one of the largest Professional Employer Organizations (PEO) in the US and a leading provider of business management solutions nationwide. BBSI's local professionals help businesses of all sizes grow revenue, increase efficiency, mitigate risk, and scale profitably.

## BUSINESS PARTNER

It's their job to develop a deep understanding of a business. Through the Business Partner, the rest of the team channels their efforts into a tangible roadmap that will have a positive impact on the company's business.

## HR CONSULTANT

Their priority is understanding a business's most important resource — its people. What is their value to the business? Does the company have an uninspired workforce that necessitates constant oversight? Or, do they have quality people that run the show and consistently look to grow and expand their skill sets to help the company reach its goals?

## RISK CONSULTANT

Businesses that have gone years without an increase in their workers' comp claim frequency and premium costs have to ask themselves whether they are good at managing risk, or if they are just lucky. Risk Consultants specialize in combining their expertise in risk management practices with practical business acumen, so you don't have to leave your employee's safety up to chance.

## PAYROLL SPECIALIST

As businesses grow and scale, compensation and payroll become some of the most challenging areas to manage. BBSI's dedicated payroll professionals have years of experience processing payroll for construction companies of all sizes. Their priority is to document payroll processes (time clock management, time cards, spreadsheets, etc.), evaluate productivity, and support changes to gain efficiency and limit mistakes.

## RECRUITING SPECIALIST

The Recruiting Specialist is in charge of matching the available talent pool to the right organization based on need and cultural fit. They work with business owners to narrow down exactly what type of employees their company needs. The Recruiting Specialist is essential to business owners preparing to scale, as they can consult on organizational structure.

## BENEFITS CONSULTANT

The Benefits Consultant is dedicated to helping business owners launch and optimize health benefits for their employees. In a world where navigating healthcare options and benefits can be daunting, the Benefits Consultant acts as a professional guide, helping business owners make informed decisions and improve employee well-being.



**With a client retention rate of over 90%, local branches within 50 miles of your business, and the stability and purchasing power of a publicly traded company, BBSI will be there to support your growth and bring your vision to life.**

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