



Staff Retention Checklist

20 Practical Ways to Keep Your Best Hospitality Talent

By Piccadilly Hospitality

Why Staff Retention Matters

Retaining great employees is often more cost-effective than constantly recruiting new ones. High staff turnover can affect team morale, service quality, customer satisfaction, and profitability.

Use this checklist to build a workplace where people want to stay and grow.

Recruitment & Onboarding

- ☐ Hire for attitude as well as experience.
- ☐ Provide clear job descriptions and realistic expectations.
- ☐ Complete all right-to-work and employment checks before the first day.
- ☐ Deliver a structured induction and onboarding programme.
- ☐ Assign a mentor or buddy for new starters.

Leadership & Communication

- ☐ Hold regular one-to-one meetings with your team.
- ☐ Give constructive feedback and recognise achievements.
- ☐ Encourage open communication and listen to employee concerns.
- ☐ Lead by example with professionalism and respect.
- ☐ Celebrate successes, both individual and team achievements.



Pay & Benefits

- ☐ Review salaries regularly to stay competitive.
- ☐ Offer transparent service charge or tronc arrangements where applicable.
- ☐ Provide staff meals during shifts.
- ☐ Offer employee discounts or additional perks.
- ☐ Recognise outstanding performance through rewards or incentives.

Career Development

- ☐ Create clear opportunities for promotion and progression.
- ☐ Invest in training, qualifications, and development.
- ☐ Encourage cross-training to build skills and confidence.
- ☐ Discuss career goals during performance reviews.

Work-Life Balance

- ☐ Publish rotas as far in advance as possible.
- ☐ Manage workloads fairly and avoid unnecessary overtime.
- ☐ Ensure employees take breaks during shifts.
- ☐ Honour holiday requests wherever possible.
- ☐ Support employee wellbeing and mental health.

Workplace Culture

- ☐ Foster teamwork, respect, and inclusivity.
- ☐ Address issues and conflicts promptly and fairly.



- ☐ Encourage ideas and feedback from every team member.
- ☐ Create a workplace where people feel valued and appreciated.
- ☐ Build a positive culture that employees are proud to be part of.

Final Review

Ask yourself:

- Do employees enjoy coming to work?
- Would they recommend your business to friends?
- Do they feel recognised and supported?
- Are managers approachable and engaged?
- Is there a clear future for people within the business?

If you answered **"No"** to any of these, there may be opportunities to strengthen your retention strategy.

Need Help Building a Stronger Team?

At Piccadilly Hospitality, we help hospitality businesses do more than recruit. We support employers in attracting, retaining, and developing exceptional people through tailored recruitment solutions and workforce consultancy.

Whether you're looking to reduce staff turnover, strengthen your leadership team, or hire exceptional hospitality professionals, we're here to help.

Contact us today

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