



Recipe for retaining your staff



Serves: Senior living communities and their teams

Senior living communities across the country are struggling to keep high-performing and loyal team members in their dining departments. Retaining staff requires creating a desirable workplace with the right mix of ingredients. At Sodexo Seniors, we've spent years hiring, training and retaining top talent in our 400+ senior communities. We're fortunate that our staff members choose to stay for decades as they move up the ranks. So, what are the secret ingredients for staff retention?

We asked our Sodexo Seniors managers from senior dining communities around the country to talk about their experiences and what they've learned about keeping staff. Here's our collective recipe for successful staff retention.



Ingredients:

- Respect and appreciation
- Regular communication
- Ongoing training
- Compassionate leadership

Directions:

1 Start with a big cup of respect and appreciation

All employees deserve to be valued, and when you take the time to recognize them for their contributions, they're more likely to be happy and satisfied at work. And building a sense of trust and camaraderie keeps your team excited to go to work each day.

WASHINGTON

"It all goes back to people. Your team can make you feel like you can get anything done."

- Kyle Williams, District Manager, Washington



Directions:

2 Add a heaping tablespoon of regular communication

To help your staff connect like a team, you must communicate with everyone, and you must communicate often. The more everyone knows, the more they feel like important members of the team. This includes managers communicating with each other too, sharing best practices and offering advice.

NORTH CAROLINA

“The additional communication between Sodexo Seniors teams is crucial. We meet regularly to discuss anything we are facing at our location. Then, we troubleshoot and problem-solve with each other.”

– Brent Ridenour, District Manager, North Carolina

3 Fold in ongoing training

As a business in an ever-evolving field, providing updated best practices is an excellent way to ensure competence and confidence on the ground. If your managers are knowledgeable and prepared to act, then they're truly able to lead their team through any difficult situation. Additionally, regular training for new and seasoned staff helps guarantee that everyone is aware of current policies, understands their responsibilities and is confident in their ability to do their job successfully.

NEW JERSEY

“I can never say enough about knowledge. Sodexo Seniors does an excellent job of keeping us informed and up to date on safety protocols and regulations. We want to make sure our new employees don't feel intimidated or want to quit soon after they are hired. Training is necessary.”

– Vernadine Jenkins, General Manager, New Jersey

4 Top off with compassionate leadership

For a truly devoted team, your leaders must reflect what they want to see from their staff – leading by example. This means putting the health and safety of employees first and sourcing and providing the resources required to care for residents effectively and safely. At Sodexo Seniors, we know that when employees are well-cared for, they're motivated to care for others.

PENNSYLVANIA

“Having clear instruction and communication is key. But it isn't the only thing that makes Sodexo Seniors stand out. They provide us with the necessary supplies and materials to maintain a sanitary work environment and keep our staff safe and protected.”

– Felicia Miller, Clinical Nutrition Manager, Pennsylvania

Learn more at us.sodexo.com/seniors | 1-833-977-1759

See how partnering with Sodexo Seniors can help you build and nurture a high-performing and loyal team.

