

Prep your team for success

The solution to
staff absence, presenteeism
and poor retention



The solution to staff absence is not:

- access to a GP
- posters on manual handling
- lip service about mental health

Staff don't stay with a company for:

- a discounted gym membership
- high street vouchers
- an after-work beer

A successful business needs:

- to make a profit
- healthy, resilient, reliable workers

All too often in hospitality, the focus is heavily biased towards the former, while the workforce are considered a transient collection of willing stop-gappers.

Sadly, hospitality work is generally considered as 'unskilled'. It's viewed as easy work, but that doesn't make it an easy job.

The lowest rates of pay doesn't equate to the lowest rates of work-related stress, injury and illness.

Could it be that your workforce is not flaky, uncommitted or lazy but are actually struggling with work related:



- Fatigue
- Back ache
- Undernourishment
- IBS
- Poor quality sleep
- Unhealthy coping mechanisms
- Lack of social connection
- Low immunity

**Is it simply a lack of
knowledge and support
that is causing low retention rates and
poor attendance ?**

**But you've got better things to do
than fret about Sara's personal problems, right ?**

**You're running a business here,
not a sanctuary for whining wimps.**

That's a totally understandable viewpoint.
You're the operations guy, the creative force,
the driver of the machine with a hundred plates to spin and
all the risks to balance..

You want numbers, not feelings.

You work in statistics, not compassion.



Minor illnesses (Colds, Flu, Stomach Bugs) were the most common reason given for sickness absence in 2024, for the third consecutive year. An estimated 148.9 million working days were lost to sickness or injury across the UK workforce, averaging 4.4 days lost per worker.
ONS - Sickness Absence in the UK Labour Market (June 2025)

Nearly 8 in 10 short-staffed operators said (understaffing) significantly limits their ability to grow and succeed. One operator estimated that being short by just one team member could cost hundreds of dollars per shift. Another restaurant leader said that consistently running one employee short could reduce annual sales by thousands of dollars if persistent

RNR restaurant news - The Hiring and Staffing Dividend: How People Power Restaurant Profitability



Survey data from Oleeo indicates that 71% of HR professionals report it takes at least three months for new employees to reach full productivity — meaning that even when cover is found, the per-shift output gap persists for months

Natwestmentor - How much does it cost to employ someone (August 2025)

Replacing an employee in the UK can cost between 6–9 months of their salary, equating to 50–75% of annual earnings — a figure that includes recruitment costs, training expenses, and lost productivity. For a hospitality business experiencing steady departures over a year, these costs accumulate heavily.

Rise Accounting — Staff Turnover in Hospitality (January 2026)

Crunch these numbers!

Metric	(rather alarming) Figures
Revenue lost to UK hospitality from understaffing UKHospitality/BII/BBPA (2022)	£21bn
Operators cutting hours/capacity due to shortages. UKHospitality/BII/BBPA (2022)	45%
Businesses closing 1+ days/week due to shortages UKHospitality/BII/BBPA (2022)	1 in 3
Staff turnover rate – restaurants & cafés (UK, 2024) RotaCloud / CIPD.	39.1%
Staff leaving within first 90 days UKHospitality	42%
Replacement cost as proportion of salary Rise Accounting / Centric HR	6–9 months (50–75%)
<i>Avg. sick days/year (hospitality) CIPD / Hospitality Action (2025)</i>	<i>3.7 days per employee</i>
<i>Margin erosion from staffing inefficiency The Hotel Blueprint (2025)</i>	<i>10–15% annually</i>

Already have a wellbeing strategy in place?

Hospitality work comes with a particular set of challenges. Therefore it requires a uniquely targeted approach.

- Long shifts standing = **poor circulation, aches and pains**
- Repetitive movements = **muscular and skeletal strains.**
- Unsynchronised circadian rhythm and erratic eating patterns = **poor digestive health.**
- Consumption of 'energy boosting' drinks and snacks = **mood swings and poor focus.**
- Late nights = **disregulated cortisol and adrenaline leading to after-work drinking, partying or marijuana use.**
- Stressful seasons and festive periods = **low resilience to seasonal colds and bugs.**
- Badly planned rotas = **no fulfilling hobbies, depression, low-motivation, despondent teams, resignations.**

If your current EAP, or perks package, doesnt address these issues then you might as well have burned the money that paid for it on the chargrill



A hospitality business is only as strong as the team delivering the food and service.

In addition to the above:

- Every understaffed shift adds even more pressure.
- Every new trainee disrupts the flow and temporarily weakens the team.
- In an understaffed establishment, proper training is impossible.
- In the kitchen quality control and plating consistency are compromised.
- Hygiene standards are compromised.
- Unsatisfied guests compound the stress
- Team morale diminishes.

Reputation and Profits suffer as a result



The true cost of staff shortages, presenteeism and poor retention

- Statutory sick pay
- Admin
- Agency staff
- Time and inconvenience to arrange the above
- Inconsistent, less attentive service
- Operational inefficiencies
- Increased errors
- Decreased average spend
- Bad reviews
- Unsatisfied and lost guests
- Poorly trained staff - leading to a detrimental snowballing effect that is extremely difficult to rescue



Whole Team on Shift

- Smooth flowing service
- A mentality of progress instead of survival
- A controlled and positive atmosphere
- Quality control and standards upheld
- Time to upsell
- Increased average spend
- Happy, returning customers
- Great reviews
- Increased profits
- Awards, accolades
- Become a revered company to future employees and attract the best talent!



**Your staff are the
lifeblood of your business**

**Ensure they are thriving,
not just surviving**

Wellbeing and Wellness are different things

Changing employment laws and Government interest has brought awareness to workplace wellbeing standards.

Much of it lands in corporate settings..
mental health champions, team bonding activities,
wellbeing wednesdays, the right to switch off etc...



For hospitality, there are some brilliant initiatives around such as
The Burnt Chef project.

They are doing great work to change industry culture and encourage open dialogue about mental struggles.

HR provides a legal safety net for both parties in the event that a debilitating illness or injury should arise.

EAP's mostly consist of very basic advice, Apps that go unused, and reactive measures such as pathways to counselling and GP access.

Realistically, too little and too late.



Is any of this keeping your staff on the floor?

Does Sara know how to:

- Reduce menstrual pain,
- Properly hydrate on a sweltering day,
- Sustain energy on a 12 hr shift
- Release tight muscles
- Prepare for a cold winter by enhancing kidney strength
- Maximise digestion when there's only 15 minutes to eat
- Calm adrenaline after work to avoid a fitful sleep



Wellbeing and Wellness
are different things

Solid Core

The uk's only Holistic Hospitality Program

No box-ticking, no lip-service

No unrealistic protocols

No bog standard health advice

We teach your staff empowering tools and techniques.
All easily doable. Works around a hospitality lifestyle.
No space, special equipment, or extra time required.

- How to boost energy and immunity ahead of a busy season.
- Reduce susceptibility to seasonal colds and flus.
- Nervous system control for better digestion, relaxation and more stable moods.
- Better choices for convenient energy boosting and sustaining snacks.
- Reduce aches and pains, improve circulation.
- One to one coaching support available.
- Useful resources



What do I know?

As it turns out, plenty!

Over 20 years experience both front and back of house. I've held almost every position in varied forms, plus provisioning, production, high end catering and HNW private chef, in places such as:

The OXO Tower, London
The Match group, London
The Caravan Stage Company
Rhubarb events, London
Lan Y Mor, Saundersfoot



Additionally:

- A lifelong self-study of natural medicine, holistic health, herbs and food as medicine.
- Trained Macrobiotic cook and health advisor
- Trained Mind-body coach
- And most recently an Employee champion, and mentor with Maambo peer support

Solid Core

is a combination of my vast industry experience, my extensive knowledge of natural healing, and passion to empower people with their health.

Get your Whole Team on shift

Resilient

Focused

Empowered

Pro-active

That's a Solid Core

Arrange a free consultation call

email: contact@eatsense.co.uk

or leave a message: 07500 250 325

eatsense.co.uk

