



---

# REDUCING EMPLOYEE CHURN

Alex Ellerbrock Joely Saubert,  
Isabella Quiroz, Franshan  
Hutchinson



# OBJECTIVES



- Review: Importance of Reducing Churn
- Goal
- The Solution
- Requirements
- Cost Implications

# WHY REDUCE CHURN?

## High Employee Turnover:

- Reduced Productivity
- Overworked Remaining Staff
- Training Expenses
- Loss of Valuable Customer Connections
- Losing an Employee After **90 Days** = Toll of **\$2000**

# THE GOAL



20%

**CURRENT RATE**

80% of staff stays over 1 year,  
remaining 20% turnover

15%

**GOAL RATE**

85% of staff stays over 1 year,  
remaining 15% turnover

# THE SOLUTION

## DEDICATED TRAINER

- **Acclimate new employees**
  - Prevent “cliques”
  - Meetings with new hires, 1st 3 months
  - Burger King’s image
- **Continually improve training**
  - Surveys
  - Weekly/Monthly check-ins

## ADDITIONAL TASKS FOR THE POSITION

- **Create programs to boost morale**
  - **Increase recognition**
- **Under assistant and general manager**



## REQUIREMENTS

- 18 years old
- High school diploma
- Prior experience with BK

## PREFERENCES

- In college or graduated with degree
- Background in management or human resources

# COST IMPLICATIONS

- **Monetary Costs**

- **\$50,000-\$60,000 salary**
  - **Retaining 30 employees pays for itself ( $2,000 * 30 = 60,000$ )**
- **Additional costs for any new programs**

- **Responsibility Costs**

- **Give up executive oversight of new employees**



# SOURCES

Reducing Employee Turnover Costs and Creating a Culture of Retention. (2019, February 6).

Retrieved from

<[https://www.paychex.com/articles/human-resources/high-cost-of-employee-turnover?feeditemid=53065445144&loc\\_physical\\_ms=9008491&network=g&device=m&matchtype=b&campaignid=1620669566&adgroupid=63039210218&campaign\\_id=7010g000001QC1C&campaign\\_name=PD\\_DSA](https://www.paychex.com/articles/human-resources/high-cost-of-employee-turnover?feeditemid=53065445144&loc_physical_ms=9008491&network=g&device=m&matchtype=b&campaignid=1620669566&adgroupid=63039210218&campaign_id=7010g000001QC1C&campaign_name=PD_DSA)>

# QUESTIONS?



**BURGER KING**