



FIRED UP, NOT BURNT OUT!

The manager's toolkit for beating
burnout and building better teams

Extinguish burnout, with Planday

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Server
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Cook
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Dishwasher
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FROM XERO



Putting burnout on ice

Foreword by Dave Lee, Planday CEO

The UK hospitality sector stands at a critical juncture. While the industry buzzes with energy and creativity, a hidden challenge looms large: team wellbeing. Overlooking this vital aspect is taking its toll, leading to burnout and a potential crisis. This dangerous blend of exhaustion and disengagement threatens individuals, corrodes team spirit and undermines business success.

At Planday, we're committed to supporting the hospitality industry. Our recent survey – a deep dive into the experiences of 250 hospitality managers and 2,000 shift workers – has highlighted the depth of this burnout crisis.

A staggering 76% of managers report experiencing burnout, while 85% of shift workers have felt the heavy weight of poor mental health. These numbers are more than statistics; they represent real people, their struggles, and the urgent need for change.

We found that 69% of shift workers' shifts change with little or no notice and that this happens 41% of the time, with 98% working overtime, 75% of them without much prior notice. This contributes to 69% regularly feeling exhausted due to their work schedule, while 47% of respondents aren't satisfied with their work/life balance and 51% plan to quit their job soon.

This toolkit is our response. A practical, actionable guide designed to empower managers with the insights and strategies needed to tackle burnout head-on.

What's on the menu?

- The burnout crisis in hospitality – By Kris Hall
- What makes a good manager?
- The main act: Scheduling wellbeing
- Are your teams getting the message?
- Motivating. Engaging. Retaining
- Building that 'we' feeling
- Level up your training
- Work. Life. Balanced
- Getting technical – By Square
- The future of shift work

Planday stands firmly with the hospitality industry, and we believe in its bright future. We hope this toolkit becomes a catalyst for positive change. Let's work together to create a hospitality landscape where wellbeing is prioritised, and every team member can flourish. The power to transform the future of hospitality lies in our hands.

Let's make shift work more human together and boot burnout out of our industry. Once and for all.

CEO, Planday.

DID YOU KNOW?

93% OF SHIFT WORKERS

say having a predictive work schedule is important

BUT 69%

of shift workers' shifts change with little – or no – notice

MEANING 69%

of workers regularly feel exhausted due to their work schedule

AND ONLY 27%

are strongly motivated to perform their best at work

WHILST 76% OF MANAGERS

have experienced burnout or struggled with their mental health due to work



THE BURNOUT CRISIS IN HOSPITALITY



The root causes of burnout

So, what's driving this crisis? Several key factors stand out:

Unpredictable schedules: 69% of shift workers have their schedules changed with little or no notice, making it difficult to plan their personal lives.

Excessive overtime: 98% of workers report working overtime, with 75% saying they often do so without much prior notice.

Work/life imbalance: 47% of employees feel they don't have a good work/life balance, with Millennials suffering the most (53% dissatisfied).

Multiple jobs: Nearly 50% of hospitality workers juggle multiple jobs to make ends meet, increasing fatigue and reducing job satisfaction.

Lack of managerial support: 67% of workers feel that their managers don't always listen when they request shift changes, leading to frustration and disengagement.

The impact on individuals and businesses

The consequences of burnout extend beyond individual employees – it's hurting businesses, too. Exhausted teams are less productive, more prone to errors and more likely to call in sick or leave the industry altogether. High turnover rates, reduced morale and declining customer service standards are all symptoms of a workforce pushed to its limits.

For businesses, this means increased recruitment costs, operational disruptions and, ultimately, a damaged reputation. The reality is clear: we can't afford to ignore burnout any longer.

The ripple effect: burnout beyond the workplace

The impact of burnout doesn't stop when employees clock out. Chronic stress and exhaustion spill over into personal lives, affecting relationships, mental health and overall wellbeing. Studies have shown that prolonged stress can lead to anxiety, depression and even physical health conditions, such as high blood pressure and weakened immune function. When workers don't have the time or energy to recharge, their quality of life suffers, making it even harder to perform at their best on the job.

Moreover, the industry is losing talented professionals at an alarming rate. Many hospitality workers cite burnout as a key reason for leaving their roles, with some exiting the industry altogether. This loss of experienced staff creates a vicious cycle, where remaining employees are left to pick up the slack, exacerbating burnout and leading to further turnover.

Tackling burnout: A call to action

Addressing burnout requires a collective effort from business owners, managers and employees. Here are some key strategies to help combat the crisis:

- **Improve scheduling practices** – Give staff as much advance notice as possible and involve them in shift planning to increase predictability. 67% of people believed that advance notice of their shift patterns would improve their life.
- **Encourage work/life balance** – Support employees in setting boundaries, taking breaks and disconnecting from work during off-hours. Consider accessing The Burnt Chef's free e-learning resources or using our International Management Advice Service as part of our EAP.
- **Foster open communication** – Create a culture where employees feel heard and valued. Regular check-ins and anonymous feedback channels can help. Look at how regularly reviews are conducted and consider using open questioning to improve feedback loop and psychological safety.
- **Invest in manager wellbeing** – Equip managers with the training and tools they need to manage stress, support their teams and maintain their own mental health. Setting and maintaining healthy boundaries is paramount to tackling manager workplace burnout. It's not sustainable to set fire to yourself to keep others warm.
- **Leverage technology** – Utilise scheduling software and communication platforms to streamline operations and reduce administrative burdens. WhatsApp is useful but consider the impact of using social tools that interrupt the valuable time off for your teams.
- **Prioritise employee retention** – Creating a workplace where employees feel valued and supported not only improves morale but also helps retain skilled staff, reducing turnover and long-term hiring costs. It costs between £2500 - £4000 to recruit, train, insure and induct a single individual. If they aren't getting the support or balance that they need to flourish within the workplace then it'll not be a challenge for them to consider leaving.

The hospitality industry is built on people, and if we don't take care of them, we risk losing the very essence of what makes this sector thrive. It's time to prioritise wellbeing, implement sustainable working practices and ensure that hospitality remains an industry where passion is rewarded, not punished.

Let's work together to turn the tide on burnout. Our teams – and our industry – deserve better.



By Kris Hall,
CEO and Founder,
The Burnt Chef Project

The hospitality industry thrives on passion, dedication, and hard work. But behind the fast-paced energy of restaurants, hotels and bars, a crisis is quietly taking its toll – burnout. Our latest research, conducted with Planday, reveals just how deep this issue runs, with both shift workers and managers feeling the strain of an industry that often demands more than it gives back.

The reality of burnout

Burnout is not just a buzzword; it's a widespread issue affecting the wellbeing of hospitality professionals at every level. A staggering 69% of shift workers report feeling exhausted due to their work schedules. Long hours, last-minute changes and the pressure to perform at peak levels day after day are taking a heavy toll on mental and physical health.

For managers, the situation is equally concerning. Our research found that 76% of managers experience burnout, a clear indication that the issue extends beyond frontline staff. When those responsible for leading and supporting teams are struggling, the entire business suffers.

**OUR RESEARCH FOUND THAT
76% of managers experience burnout**

Want to be a really good manager?

Try Planday today and find out how it can help you create schedules that work for everyone.

Free trial



WHAT MAKES A GOOD MANAGER?

We get the views of hospitality leaders - and their staff

Every manager has their own management style. From the friendly to the fiery, the inspiring to the little-bit-scary, there's no one right way to manage people. In fact, there are lots of right ways – the key is finding what works not just for you, but for your teams as well.

So, what makes a good manager? We asked hospitality leaders to share their thoughts, and got some fascinating answers. But we didn't stop there – we asked shift workers for their input too. The result? Some differing viewpoints that any good manager needs to be considering.

Between managers and shift workers, older and younger generations, even men and women, there are some big differences of opinion. The challenge for any good manager is understanding and accommodating those differences.

The generation game

When we asked hospitality leaders about the managerial qualities they felt were most important, the results were as you might expect:

- 81% believe good communication skills are vital
- 75% favour strong decision-making skills
- 67% put stock in time-management

But where things get really interesting is in the generational difference. A whopping 91% of younger managers (anyone under 35) value good communication skills, while only 59% prioritise time-management.

And when it comes to their teams, the differences are even more stark. Only 63% of Gen Z workers think good communication skills are key. What they really want is flexibility, support and recognition.

DID YOU KNOW

46% of managers think being personable is important?
Only 35% of Gen Z shift workers agree; they'd rather their managers understand and respect their needs.

THE GENDER GAP

Interestingly, there's a big difference between what women and men think makes a manager great. Female leaders prioritise clear communication (91%), team recognition (77%) and creating a positive, low-stress working experience (69%).

Men? Those things rank much lower, at 76%, 60% and 49%, respectively. Weirdly, the only area men prioritise more than women is personability (47%). Make of that what you will...

Amongst shift workers, the gender gap isn't quite as stark, but it still exists. Nearly 70% of female shift workers value communication skills in a manager, compared to 59% of men. And when it comes to employee recognition, 58% of women value this compared to just 45% of men.

Closing the divide

Hospitality is a melting pot of different backgrounds, views and opinions. It's what makes our industry so great. But that pot can boil over sometimes, fuelling conflict, disengagement and burnout. So, how can you bridge the gap?

Regular feedback and appreciation

Weekly or bi-weekly check-ins are a great way to ask open-ended questions about workloads and challenges. And remember to schedule in some shout-outs and small rewards to show appreciation.

Rotate and reverse roles

Try rotating managerial responsibilities to give team members a more rounded view of the business, and run some shadowing sessions between staff to encourage mutual understanding.

Keep your door open

Be approachable, visible, and actively listen to concerns. Show others what it means to be a good team player – don't just tell them.



Multiple jobs challenges

Our research also revealed that nearly half of shift workers have multiple jobs. This leads to time constraints, increased stress and higher burnout risk, so it's important to support your whole team as best you can, whatever their situation.

NEARLY HALF of shift workers have multiple jobs.

This could be through flexible scheduling, planning rotas as far ahead as possible, understanding last-moment changes or simply acknowledging hard work and dedication. A culture of understanding and support can go a long way to retaining valuable team members.

Switch up your style

With such a diverse workforce, managers and team leaders need to be able to switch up their management style and remember that what they value most, might not matter to their team.



JP LECLEF, CO-FOUNDER,
CAFE CHAIN NOXY BROTHERS.

"A big part of building better teams comes from understanding what motivates them. Is it financial gain, is it training or is it career opportunities and development."

Successful managers and teams come from the ability to understand what drives people and build the systems around them in order to flourish within that environment."

Create schedules that work for everyone

Try Planday today and find out how it can help.

Free trial 

While we can't make everyone happy 100% of the time, we shouldn't let that stop us from *trying*. Check in, find out what matters to your team, and change things where needed. *That's* what makes a good manager.

THE MAIN ACT: SCHEDULING WELLBEING

Managing a team is a circus act. You're juggling complicated schedules, last-minute shift changes and no-shows. It's tough. But not as tough as the tightrope act of never knowing when you're working. Predictable schedules are crucial for 93% of team members – but 69% of shifts change with little or no notice.

Bluntly, you're juggling a shiftstorm that impacts wellbeing. And the solution lies in your scheduling – here's how you can whip yours into shape and give your teams the schedules they deserve.

Juggling act

Incredibly, 70% of hospitality managers are still scheduling shifts with pen and paper or Excel. So it's no surprise 50% of managers struggle with last-minute availability changes, 44% battle staff no-shows and 51% spend at least 3 hours a week making changes to their rotas. All in? These archaic scheduling methods are making 41% of our staff unhappy.

If only there was an easier, smarter way to get our act together...

70%

of managers are still scheduling shifts by pen and paper or Excel.

Scheduling success

We all know scheduling is a balancing act, so here's how to give you and your teams the best chance of success:

Establish scheduling guidelines

Make these clear and easy to follow, and communicate them to all staff members to set expectations and ensure transparency.

Be clear on availability and time-off

Have staff submit their availability and time-off requests in advance, so you can create schedules that accommodate their needs.

Create schedule templates

Where possible, use templates or recurring schedules to provide consistency and predictability – and save yourself some time each week.

93% OF
SHIFT WORKERS

say predictable
schedules
are crucial
to them.



The rota ringmaster

Dedicated scheduling software offers automation, fewer errors and better communication – all a manager's dream. And features like availability tracking, shift swaps and communication tools can solve lots of your day-to-day challenges and help you keep things on track.

To maximise its benefits, train all your team on the software so that everyone can play their part and reduce their chance of burnout.

The time-off tightrope

Even the most meticulously planned show can be cancelled because of unexpected absences and last-minute changes. But having a clear process in place for shift swaps, or a backup list, can minimise their impact.

It's important to balance staff and business needs. You need to be empathetic while making sure the business can still operate. So whatever process you put in place, make sure you communicate it (and any rota changes) to your team as early as possible.

Proactive, conscientious scheduling is vital for building engaged and resilient teams.

The big finish

Good scheduling keeps your business and your troupe healthy. With scheduling tools, you can create rotas that work for everyone, based around their availability and preferences, without overworking anyone.

And the more predictable your schedules are, the happier your team becomes. When team members know what to expect, they're less likely to burnout. Right now, 69% of shift workers regularly feel exhausted because of their schedule.

Proactive, conscientious scheduling is vital for building engaged and resilient teams. By solving scheduling struggles and prioritising wellbeing, you can create a work environment where everyone feels valued and supported. This won't just reduce burnout – it'll also lead to better team performance and higher employee retention.



Are you following me?

Who?
Hospitality Action.

Where can I find them?
Instagram: @hospitalityaction

Why follow them? Whether you're a chef, waiter, housekeeper or manager, everyone needs someone to talk to sometimes. And Hospitality Action could be that supportive ear. Follow them online for insights, tips, tricks and wellbeing advice.

Schedule in wellbeing

Ready to throw your paper rotas in the bin and start scheduling wellbeing? Then try Planday for 30 days.

Free trial [➔](#)

Are your teams GETTING THE MESSAGE?

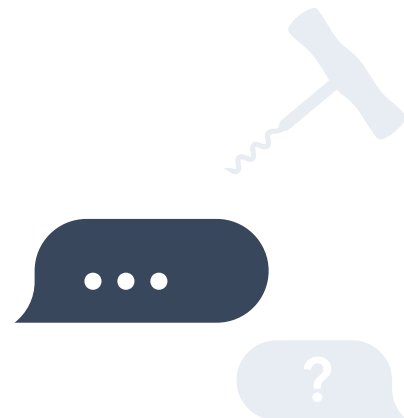


Any manager will tell you that effective communication is absolutely vital to running a team. But in reality, 31% of shift workers find their manager's communication confusing. And when nearly a third of your workforce isn't getting the message, how can you expect to run things efficiently?

It's like teams are playing the telephone game, where a message is whispered from person to person and at the end, it's completely different from the original.

Miscommunication and unpredictable schedules aren't just operational hiccups; they're a threat to the wellbeing of your entire team. When messages get muddled and schedules feel like a game of chance, the risk of burnout skyrockets.

It's no wonder a staggering 69% of shift workers often feel exhausted due to their schedule. So let's stop playing the telephone game – and get communication right.



69%

of workers often feel exhausted because of their work schedules.

Refresh your comms

They say that a good team is like a well-oiled machine. And often effective communication is that oil, helping everyone to know what they're doing and perform at their best. And when a third of the workforce find their manager's communication confusing, that machine can grind to a halt.

To fix this, we need to start streamlining internal comms. Make sure your messages are crystal clear – and easy to access for everyone. A dedicated scheduling platform (like Planday, which has messaging built in) could solve this.

You can also try defining specific channels for specific messages, like WhatsApp for urgent updates, email for company-wide notifications. By introducing some consistency, you can turn your comms from a source of confusion into an invaluable tool.



LISTEN UP!

65% of shift workers believe that good communication is key to being a great manager.

Start the conversation

Communicating isn't just about passing information; it's about creating a supportive environment. A space where employees feel empowered to speak openly with each other. After all, 65% of shift workers believe that good communication is key to being a great manager.

To keep the conversation going, conduct concise, informative briefings that keep everyone on the same page. And remember, communication isn't a one-size-fits-all affair. Wherever possible, personalise your messaging. By tailoring your approach to individual needs and preferences, you're showing that you see and value each team member.

Schedule out burnout

Scheduling is another big piece of the puzzle. Our research reveals that 93% of shift workers value a predictable schedule, but only 77% feel their current schedule accommodates their personal commitments.

Scheduling as far in advance as possible can help with this, giving your teams some much-needed predictability and structure. And when you're creating rotas, try to take people's preferences and personal commitments into account. It won't always be possible to accommodate everyone, but even just showing you're trying can make a huge difference.

Fired up and thriving

It's simple: talk, talk, talk to your teams. Through clear messaging and a supportive environment, you can transform their experience at work. A team that communicates well and has a good schedule isn't just productive; it's thriving.

And that's the difference between a team that's just working, and a team that's fired up and ready to take on the day. So, let's make a promise; no more telephone games, okay?

Oil your communication machine, with Planday.

Our dedicated, secure, instant messaging tools can help you get your message across. To everyone. Try it for free, for 30 days.

[Free trial](#) ➔



Are you following me?

Who?

Joshua Fletcher.

Where can I find them?

Instagram: @anxietyjosh

Why follow them?

Anxiety therapist and best-selling author Joshua Fletcher knows a thing or two about mental health – and what it takes to face each day productively.

Follow him for tips and advice on how to better understand your feelings, so you can reach your full potential.

Motivating. Engaging. **RETAINING.**

53%

of shift workers plan to leave their role in the near future.

40% of managers find it hard to keep their teams motivated when things are slow.

For lots of us, hospitality is our burning passion. That passion got us into the industry, but it's hard to keep that fire blazing when you're faced with long, inconsistent hours and fluctuating demand that leaves you on the cusp of burning out.

Our research has found that a worrying 73% of team members aren't motivated to perform at their best. And as leaders, that's on us. It's up to us to keep spirits up, tempos high and our teams motivated to actually come to work and give it their all.

That's easier said than done sometimes – 40% of managers find it hard to keep their teams motivated when things are slow – but having an engaged team is absolutely vital to the success of the business. So here are our top tips on how you can motivate your team, engage them and, ultimately, retain them.

7 ways to motivate, engage and retain your team

73%

of team members aren't motivated to perform at their best.

Address stress

Your team has lives outside of work – recognise and respect that. Offer them an ear and encourage open communication about stress and work/life balance challenges. Empathy goes a long way.

Celebrate success

Small rewards, positive feedback and spur-of-the-minute team gatherings can create a culture of appreciation. If someone has gone above and beyond, let everyone know it. Celebrate milestones and achievements.

Champion your team

Create a regular (monthly or quarterly, you pick) program to recognise and reward exceptional employees. You could give them an award, a gift card, badge, or highlight them on your socials. Public recognition's a powerful motivator.

Encourage progression

Some 45% of employees don't feel they have a clear professional path or training to progress to the next level. So, encourage your team to take on additional training and offer clear routes to progression within their role. They'll thank you with more commitment and hard work.

Take on the challenge

Work shouldn't be dull. Consider introducing friendly competitions and challenges for your team, like "Best upsell" or "Fastest table turnover (with great service, natch)". Keep a scoreboard, introduce challenges. Keep the tempo up, even in the lulls.

Tackle conflict quick

Address any conflicts that come up promptly and fairly. Provide clear guidelines and procedures for resolving disputes, and ensure everyone feels heard. Don't let issues fester.

Show respect

It's obvious, but crucial. Treat every team member with dignity and respect, regardless of their role. Listen to their ideas, value their contributions, and recognise their hard work. It's important to listen to your team.

Motivating teams takes time. There isn't a one-and-done solution for it. But if you crack it, it'll pay off. Your team will be more engaged, and will provide better experiences for your guests (who'll then come back for more).

But most importantly, a motivated, engaged team is less likely to leave you. And all of us want to keep hold of our most important assets, right?



OVER THE LAST 12 MONTHS

85% of team members experienced symptoms of poor mental health.

[Want to get that all-important feedback from your team?](#)

Download Planday's free, anonymous feedback form to get the scoop straight from your squad.

[Download](#)



BUILDING THAT 'WE' FEELING



There's no 'I' in 'team', right? But there is a 'we' in 'crew' (...if you look for it). Which is lucky, because in the battle against burnout, teamwork could be the answer we've been looking for.

When your team feels like they're part of a crew, rather than a collective of individual workers, they're more engaged, supportive and less likely to burn out. So let's dive in and see how we can start building that 'we' feeling into everything we do.

Only 24% of team members strongly feel that they're respected and valued by their leaders.

Creating a safe space

Teams are more likely to come together when they feel safe to be themselves, to speak their mind and share ideas. Not listening to our teams can have a real impact on their performance: 62% of team members said not being listened to leaves them feeling frustrated – and 56% demotivated.

So encourage open communication, both between you and your team, but also between team members. Your work crew should be a safe space where people can bring up ideas, raise concerns and have open and honest conversations. And remember it's important to lead by example, so work on your active listening and show genuine empathy when someone raises something with you.

Shifting teams

Did you know that 56% of managers rotate their teams across shifts to encourage teamwork? Rotating shifts isn't just about covering hours; it's about cross-training, sharing knowledge and building connections.

When staff work different shifts together, they learn from each other and gain a broader understanding of the operation. Not only that, but they're more likely to stick around if they have training and help with career progression – 71% of those who don't have that support are planning on leaving their role in the immediate future.

And technology is there to further foster that sense of community. Use it to share updates, tips, and even a bit of fun through team chats or shared documents. This keeps everyone connected, even when they're not working side-by-side.

All-hands on deck

All-hands meetings should be more than just updates; they're team-building opportunities. So make them interactive. Encourage questions, feedback and even brainstorming sessions. Why? Because 65% of your team are visual learners, so they won't retain information unless it's paired with another form of stimuli.

You can use this time to highlight success too. A scary 79% of team members don't feel their hard work is appreciated, so take this opportunity to say thank you and make sure people feel valued, heard and safe.

And do this as a group, whether it's celebrating successes or acknowledging challenges. By doing so, meetings become a time to connect, problem-solve and reinforce that "we" feeling.

Looking to bring your crew even closer together?

Then checkout Planday's Resource Hub; it's packed with wellbeing advice, team tips and everything else you need to become the best manager ever.

[Visit Resource Hub](#) ➔

79% of team members don't feel their hard work is appreciated.

Building teams

Team-building doesn't have to be complicated or costly. Simple things like after-work socials, themed dress-up days, or even quick, fun games during breaks can create a great atmosphere. The goal is to create opportunities for staff to connect on a personal level, build relationships and create shared memories. These moments of connection significantly strengthen team bonds.

Miscommunication break down

Personality clashes happen. The key is to address them constructively and promptly, which is something we could be better at. Today, 31% of managers struggle to keep their team motivated because of staff conflicts. How can we overcome these? By encouraging open communication and mediation.

Implement clear communication protocols and actively promote respect and understanding among team members. When conflicts are resolved fairly and quickly, it strengthens the team's resilience and trust in you.

Finding the 'we' in crew

Building a solid, encouraging, high-functioning crew won't just bring people together, it'll help prevent burnout and build a fired-up, resilient team.

By creating a supportive culture, utilising shift rotation, conducting engaging meetings and embracing team-building, you can create an environment where everyone feels valued, connected, and ready to tackle any challenge together. Let's build crews that don't just survive, but thrive.



Are you following me?

Who?
Adrienne Adhami.

Where can I find them?
Instagram: @adrienne_idn

Why follow them? Wellbeing coach, podcast host, author and all-round inspiration Adrienne talks about balancing work, life and physical and mental wellness (along with all things in between). Follow her for suggestions, plans and more that could help you develop better coping mechanisms.

LEVEL UP YOUR TRAINING

Why career development is the key to team success

97%

of shift workers say
career development
at work is important.

Career development is the sunlight your team needs to grow. And while a staggering 97% of team members say it's important, 40% don't think they even have the opportunity to progress.

That's like having seeds that never get planted. And with 21% unsure whether they get adequate training, it's like trying to grow that plant without any water. These aren't just numbers; they represent real people, your people, yearning for growth and development.

Here's how you can give your team the training and career development they need to grow and flourish.



Provide feedback and coaching

Regular, constructive feedback is the only way a team will grow and develop. After all, how can someone know if they need to improve if no one's telling them? And any good manager knows when to provide gentle support and when to offer a bit more hands-on coaching.

Some 65% of shift workers believe that good communication is key to being a great manager, and this includes regular 1-2-1s. And yet only 44% of managers provide it...

Implement effective training programmes

We're not talking about a quick food hygiene session every now and again. You should be making the most of your training, tailoring programmes to your team's unique needs and individual aspirations.

Is someone struggling with a particular task? Offer specific training. Does someone want to learn a new skill? Encourage and support them. This isn't just about ticking boxes; it's about fostering genuine growth.

Offer cross-training and incentives

From a manager's perspective, cross-training is a no-brainer. It broadens skills, encourages teamwork and makes your team more resilient.

Pair this with incentives like recognising and rewarding new skills, and you'll create a vibrant and motivated team. This also makes your schedule more flexible, as more people will be able to cover shifts.

Inspire and encourage

Take some time to listen to your team members' career aspirations, and work with them to set goals and work towards achieving them. Some gentle encouragement and friendly support might be all that's needed to set them on the path to success.

And to go even further, look into external courses and qualifications that could help them reach their goals. They'll get a new set of skills and a motivation to succeed, and you'll get a more driven, more ambitious member of the team. It's win-win.

Fired up and flourishing

Investing in your team's development isn't just good for them; it's how you help them and your business flourish. A thriving team is a productive team.

They are the difference between just working, and a team that's fired up and ready to take on the day. By prioritising their growth, you're creating a positive, engaged, and resilient workforce. And one that wants to stick with you and give it their all.

45%

of employees don't feel they have a
clear career path or training needed
to progress to the next level.

Want more tips on training and feedback?

We've got you covered. Head over to our Resource Hub for the latest insights and expert advice.

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Shift work is a balancing act. On one side, there's the demands of shift work – irregular hours, rotating schedules, busy shifts. On the other side, there are our team's personal lives – family, hobbies, rest, everything else that makes them, them.

For managers, getting that work/life balance right for their team is vital. When it tips too far, in either direction, problems arise.

Of course, striking that balance is easier said than done. But when 69% of shift workers say they regularly feel exhausted due to their work schedule, it's clear that something needs to change. With that in mind, here's how we can help our shift-working teams achieve that crucial balance, prevent burnout and create a healthier work environment.

47% of shift workers aren't happy with their work/life balance.

Stay flexible

Offer your team a variety of shift options whenever possible, so they can fit work into their personal lives as best as possible. Think about things like split shifts or a job sharing arrangement to offer your team some flexibility.

Sound like a lot of work? It doesn't have to be – scheduling software (like Planday's) can help with this, as well as allowing staff to easily swap shifts or pick up extras.

Play fair

Create straightforward, fair guidelines for how shifts are assigned, and try to rotate shifts regularly so no one gets stuck with the worst hours all the time.

Some 67% of shift workers say their manager doesn't always listen to them when they request certain shifts, or time off. It's not always possible to accommodate everyone, but try to take their preferences on board and show that you're listening.

Take time off

Breaks and downtime are vital in shift work, so make sure your teams are taking theirs. Remind them to take their full scheduled break during shifts, and remove any stigma or guilt around taking time off. And show you mean it by approving holiday requests quickly.



Be clear

It's no surprise that 93% of shift workers say having a predictable work schedule is important to them. So plan your schedules as far ahead as you can, and communicate these early to your team.

The same goes for schedule changes. These are inevitable sometimes, but as long as you update your team early the impact can be minimal.

Check in regularly

Anyone can get burnt out at work, but in shift work it can be much more common. So make sure you're checking in on your team's wellbeing regularly.

Encourage honest and open dialogue between everyone, and let people know that your door is always open.

Lead by example

Show your team that you mean what you say, by following your own rules. Set boundaries for your own work hours and avoid messaging or emailing outside of these hours.

Show people it's OK to take breaks by taking your own, and be open about taking time off. If you lead by example, the positive effect will trickle down throughout the team.

69% of shift workers' shifts change with little or no notice.

DON'T FORGET ABOUT YOU

It's not just shift workers who struggle with burnout and work/life balance. Managers feel it too. In fact, our research found that a staggering 76% of managers have experienced burnout or struggled with their mental health due to work.

Managers often have the same challenges as their team, but with added pressure and responsibility. So remember to look after yourself now and again, and follow the rules you put in place for the rest of your team. By doing so you'll create a more productive, sustainable, balanced work environment, for everyone.

Balance your time better with Planday

With Planday, creating rotas that work for everyone is simple, and gives you more time to focus on that balancing act. Start your free trial to find out how.

[Start your free trial](#)

How the right tech can help you battle burnout, by our partner, Square

GETTING TECHNICAL

Leveraging technology isn't just about efficiency. It's about creating a more positive and supportive work environment.

Technology in hospitality is no longer just a nice-to-have, but an increasingly vital part of the industry. Not only as a key driver of engagement and business success, but as a way of battling burnout.

Because burnout doesn't just impact your team's wellbeing; it also affects morale, productivity and, ultimately, your business' success. But tech is here to help. Some 88% of shift workers think that technology could improve their job, yet only 36% think the tech they currently use at work is useful.

The solution? An all-in-one tech solution that's integrated with your point of sale system, giving you and your teams one simple, seamless experience. But where do you start? Here's a rundown of the tools and platforms any team should have at their disposal.

88%
OF SHIFT WORKERS
think technology could improve their job.

Time and attendance software

Today 69% of workers' shift times change with little or no notice, while 75% have to work overtime without much notice.

By implementing tech that makes scheduling more transparent, while allowing staff to swap shifts easily, we can give teams far more control over their schedules and their lives.

Communication tools

Clear and consistent communication is key in shift work. Real-time updates and information sharing offer a sense of connection and help people to feel less isolated. And having a laugh together along the way doesn't hurt either.

Given that 31% of shift workers find current internal communication channels confusing, an integrated comms tool as part of your tech solution is a no-brainer.

Point of sale software

Staff should be able to come to work and be confident they can do their job properly. POS software is probably the tech many of your staff engage with most, so it needs to be reliable. And yet only 36% of shift workers say the tech they use at work is useful.

A system like Square, which incorporates payment processing, table management and inventory management, and much more besides, could be the solution. And what's more, it can integrate with other platforms (like Planday) to create that joined-up tech solution your teams and your business crave.

JUST 36%
OF SHIFT WORKERS
say that the tech they use at work is useful.

Make your tech stack work

Leveraging technology isn't just about efficiency. It's about creating a more positive and supportive work environment. By implementing the right digital tools, we can improve the hospitality experience and build stronger, more engaged teams.

Explore and implement technology solutions for your teams, and remember that your people are your most valuable asset. When they thrive, your business thrives. So let's get technical, and create a brighter future for the industry.



Ready to build that tech stack?

Square makes commerce simple for businesses of every size, through its payments, POS and reporting solutions. See how it can help you at squareup.com



Looking ahead:

THE FUTURE OF SHIFT WORK

94%

HOSPITALITY MANAGERS believe their employer should be investing in AI.

The relentless pace of the hospitality industry demands flexibility, but what does that mean for the backbone of hospitality businesses – the shift workers?

At Planday, we're driven by our mission to make shift work more human – and passionate about equipping managers with everything they need to navigate the industry's evolving landscape. And that means embracing what the future has to hold.

AI is set to revolutionise the hospitality industry, particularly in how we support our shift workers...

Upcoming trends and challenges

We're witnessing a seismic shift. Technology is revolutionising how we operate, with automation, AI-powered tools and data-harnessing becoming increasingly vital. Embracing this tech isn't just about efficiency; it's about empowering our teams.

Not only that, but customer expectations are soaring – they crave personalised experiences and instant communication. The challenge for businesses will be meeting those expectations, while navigating changing workforces, economic uncertainty and labour shortages.

Preventing burnout

The future of shift work isn't just about adapting to technology; it's about using it to improve our team's lives. Artificial intelligence (AI) is set to revolutionise the hospitality industry, particularly in how we support our shift workers, directly combating burnout.

And with 94% of hospitality managers saying their employer should be investing in AI, it's clear the industry is ready for the revolution. When it comes to scheduling, for example, AI-powered software can help managers identify staffing shortages and predict demand – leading to smarter, more predictable rotas that work for everyone.

Training and development

There's also potential for AI to play a critical role in staff training and development. Personalised, AI-powered learning platforms can cater to learning styles, making training more efficient and engaging.

This means staff can quickly acquire new skills and knowledge, boosting their confidence and reducing the anxiety that often comes with feeling unprepared.

47% OF HOSPITALITY MANAGERS think that AI will become a valuable tool in their roles.

Looking to the future?

Planday's software is already packed with cutting-edge features to make your life easier. But we're not done there – start your free trial to see what's new.

[Start your 30-day trial](#) ➔



Team wellbeing

Of course, some tech is already commonplace. Mobile apps and communication platforms help information flow between managers and their teams, while scheduling software makes it easier to swap shifts, request more work and handle updates efficiently, reducing confusion and stress.

But technology isn't done there. Wearables and tracking apps, which can monitor employee fatigue levels, are becoming more popular. With the data these provide, managers are able to adjust schedules, provide support and prioritise employee wellbeing.

Automation and beyond

Today, 47% of hospitality managers think that AI will become a valuable tool to help them with certain tasks. And they're not wrong. By automating things like inventory management, stock taking, even some customer service interactions, AI has the potential to free up staff to focus on more meaningful, engaging work.

And beyond automation, advanced scheduling systems are able to analyse historical data, predict demand fluctuation, and even factor in individual employee preferences and fatigue levels. By optimising schedules and minimising understaffing or overstaffing situations, AI can reduce the stress and pressure on workers, leading to a better work/life balance.

The future's still human

Ultimately, hospitality is all about people. Customers and teams. And any tech introduced into the industry is only there to help and improve the human experience – on both sides of the bar.

The future of shift work is bright, but it requires us to be proactive, adaptable, and people-centric. By embracing technology, fostering communication, and prioritising wellbeing, we can create environments where our teams thrive. Let's work together to ensure our shift workers are fired up, not burnt out.



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