

## 68. Look for loyal employees

When hiring, look for candidates that have loyal work histories. Loyal employees who will stick can be trained as they will stay longer, making them worth investing time and money on.



**“I have yet to find a company that has earned high levels of customer loyalty without first earning high levels of employee loyalty.”**

**Frederick Reichheld**  
*Customer Loyalty Clairvoyant*  
Ad Age | July 10, 2006

An inspiring message from Frederick Reichheld sourced from [Brand Autopsy](#).

## 69. Go for experienced candidates

[Donald Cooper](#), an international management speaker and business coach

“Not hiring the right people carries a huge cost in missed opportunity, wasted training costs, inefficiency, destroyed morale, frustration and wasted time. And getting rid of ‘bad hires’ is costly and disruptive.”

Also consider a candidate’s work experience when hiring. Experienced employees will need less training and the time that could have been spent on training an inexperienced new employee can be better spent on focusing on guests and other important concerns.

## 70. Mix full-time & part-time employees & consider outsourcing

Balance your highly reliable employees and those that are easier to afford by having enough of both part-time and full-time employees. Part-time employees have a tendency to be less committed and less reliable so have them help with tasks that don’t require too much expertise and commitment instead.

You might also want to consider outsourcing. According to [Murray Wright](#), who specialises in executive coaching and leadership development:

“You can basically outsource anything these days, from having the books done to doing simple errands. If you find yourself or people in the business spending time on a lot of non-core tasks – ask the question: Can someone else do this quicker and better and free us up to do what we are best at? If the answer is yes get online and find the help you need.”

## 71. Keep your employees healthy

Employees getting sick all the time will cause frequent sick leaves and cost your business money. Keep your staff healthy by making sure they have a clean and germ-free environment to work around with. Keep your commercial kitchen clean and sanitary at all times with an [AlSCO clean and hygienic tea towels and linen](#).

