

Operator Guide



Campaign overview

We understand how incredibly busy the Christmas period can get for those of you in the hospitality industry. There are the extra hours working, resulting in time away from family and friends, as well as the added pressure to impress customers, who can become far more demanding. It's no surprise that a staggering 72% feel like quitting their job over this period!

This festive season, we are proud to be partnering with Hospitality Action to bring you **#CheckPlease**, the campaign designed to act as a health barometer for the hospitality industry. Our goal is to encourage both employers and customers to spot the signs of stress, be kinder, and check that those working in hospitality managing the strains of the period.

This guide will help you and your teams get through this hectic period in a profitable way, whilst keeping them happy - because after all, isn't Christmas meant to be the most wonderful time of the year?

What have we done to help?

We have put together a range of useful tools, tailored with the hospitality industry in mind, to support you and your teams during this Christmas season. In addition, we have teamed up with Hospitality Action to sponsor a free and confidential helpline, so no matter the day or time, there will always be an attentive ear to listen to your concerns, work pressures and stresses - and a caring voice to respond.

With 30% of hospitality staff saying they've dealt with difficult or rude customers during what is meant to be the happiest season of all, we have explored ways to help the public be more aware of the positive or negative impact they have on staff and alleviate stress.

We want to spread the word that 'good will to all men' is meant to extend to servers too. It costs nothing to be kind and simply ask for the **#CheckPlease**.



📞 0808 802 0282

🌐 www.bidfood.co.uk/checkplease

📷 @BidfoodUK

🐦 @BidfoodUK

How can you get involved?

Unfortunately, 60% of hospitality staff do not feel that there is anyone to support them at work, so we are encouraging you to be on the lookout and spot the signs of stress they may be demonstrating.

These can include:

- Changes in behaviour, mood or how they interact with colleagues – more tearful, overwhelmed, angry, hopeless, moody, withdrawn or manic
- Changes in motivation, work performance and output
- Changes in appearance – weight gain or loss, appearing tired or unwell
- Frequent lateness and complaints of disrupted sleep
- Loss of interest in activities they previously enjoyed
- Increase in drinking, smoking or changes in appetite
- Increased absence or frequent illness
- Sleeping more than usual or inability to sleep
- Difficulties making decisions or concentrating.

If your staff member is struggling, simply try to start a casual conversation. Ask if they're okay and listen to any concerns. Whatever worries they may have, you can encourage them to call Hospitality Action's free confidential helpline.

 **0800 123 456**

Your handy #CheckPlease toolkit

We have put together a range of support tools to signpost and raise awareness about the difficulties of working over Christmas:

Table Talkers

We have created visual aids for you to download, print and place on your tables.

Helpline Sheet

This poster can be placed in your back of house to ensure that if staff are struggling, they know there is help available with our free helpline.

Letter

A note to explain the campaign and what it's all about. Get people in your teams engaged and on board to help change the tide for a merrier Christmas.

Set 'specials' menu

Fancy getting the message across to customers in a different way? Print our 'specials' menu to place alongside your existing menus – it'll be sure to get your customers talking!

Posters

Sometimes the best way to get people's attention is through an eye-catching poster. Download and print these posters to be placed around your establishment.

How to spot the early signs of stress checklist

Identifying early signs of stress in your teams can help ensure any pressure is eased before it gets more serious.