



# **Restaurant Staffing Crisis and Recruitment Continuity Training Course**

31 January – 4 February 2027  
Bangkok

## Restaurant Staffing Crisis and Recruitment Continuity Training Course

**Ref:** 659\_150482 **Date:** 31 January – 4 February 2027 **Location:** Bangkok **Fees:** 6000 Euro

### Overview

Restaurant staffing crisis management requires a disciplined five-day approach for restaurant managers, human resources teams, recruiters, and operations leaders who must protect service during sudden shortages. Participants build a Restaurant Staffing Continuity File linking labor-capacity forecasting, recruitment continuity, contingency shift coverage, cross-training, retention actions, and workforce recovery. The course turns staffing pressure into controlled operational decisions while protecting fair recruitment, worker wellbeing, and essential service levels at Agile Leaders Training Center.

### Who Should Attend

- Restaurant general managers and operations managers responsible for service continuity
- Human resources managers, recruiters, and talent acquisition specialists supporting restaurant teams
- Workforce planners, scheduling coordinators, and shift supervisors
- Food and beverage leaders overseeing multi-site staffing capacity
- People partners and agency coordinators managing urgent recruitment demand

### Departments and Industries

- Restaurant operations and food service management
- Human resources, recruitment, and workforce planning
- Hospitality groups, catering operations, and quick-service restaurants
- Workforce agencies and outsourced staffing providers
- Learning, development, and operational support functions

### Learning Objectives

- Forecast labor demand and define minimum safe staffing coverage for critical restaurant roles
- Recognize absence, turnover, vacancy, and workload triggers before service becomes unstable
- Activate ethical emergency recruitment with controlled screening and candidate checkpoints
- Design flexible rosters, cross-training arrangements, and contingency shift coverage
- Manage agencies, onboarding, fatigue, communication, and retention during disruption
- Build a measurable workforce recovery plan and capture lessons for future staffing events



## **Course Agenda**

### **Day 1: Staffing Risk and Capacity**

- Restaurant Demand and Labor-Capacity Forecast
- Critical Role and Minimum-Coverage Map
- Absence and Turnover Trigger Dashboard
- Staffing Crisis Impact and Service-Level Matrix
- Workforce Risk Escalation Checklist

### **Day 2: Recruitment Continuity Controls**

- Ethical Emergency Recruitment Decision Guide
- Candidate Pipeline Capacity Board
- Rapid Screening and Selection Workflow
- Right-to-Work and Safeguarding Checkpoint List
- Recruitment Agency and Supplier Control Register

### **Day 3: Coverage and Cross-Training**

- Shift and Roster Contingency Model
- Critical Task Cross-Training Matrix
- Flexible Deployment and Role-Boundary Map
- Fatigue and Wellbeing Risk Check
- Service-Level Adjustment Decision Tree

### **Day 4: Onboarding, Retention, and Communication**

- Disruption Onboarding Readiness Checklist
- New-Hire Support and Mentor Plan
- Workforce Communication Cadence Map
- Retention Risk and Stay-Action Register
- Staffing Recovery and Capacity Rebuild Plan

### **Day 5: Restaurant Staffing Continuity Practice**

- Exercise: Forecast Demand and Minimum Coverage
- Exercise: Activate Candidate Pipeline and Screening Controls
- Exercise: Rebuild a Disrupted Shift Roster
- Exercise: Balance Fatigue, Retention, and Service Levels
- Capstone Exercise: Restaurant Staffing Continuity File



## Practical Exercises

- Calculate minimum staffing by demand period and identify vulnerable roles
- Build a controlled candidate pipeline with screening and verification checkpoints
- Reconfigure a disrupted roster using cross-trained staff and clear role boundaries
- Assess fatigue, retention, and service-level trade-offs during prolonged shortages
- Complete and present a Restaurant Staffing Continuity File for a realistic disruption scenario

## Frequently Asked Questions

### **Does the course address both sudden absence and persistent vacancy pressure?**

Yes. It covers immediate coverage decisions as well as pipeline, retention, onboarding, and capacity rebuilding for longer disruptions.

### **Does the course provide recruitment templates?**

Participants build practical decision guides, pipeline boards, screening workflows, agency controls, and onboarding checklists that can be adapted to their restaurant context.

### **Is the course suitable for multi-site restaurant groups?**

Yes. The methods support single sites and groups that need consistent escalation, staffing thresholds, supplier controls, and deployment decisions.

### **How is worker wellbeing included?**

Fatigue, workload, role boundaries, communication, and retention risks are assessed alongside service needs so that coverage decisions remain responsible.

## Conclusion

Participants leave with an integrated Restaurant Staffing Continuity File that connects staffing triggers, ethical recruitment, roster controls, cross-training, onboarding, retention, and recovery actions. The result is a practical management system for protecting restaurant service without losing sight of workforce safeguards.