

Best Ways to Leverage Staffing Agencies

In the face of ongoing and persistent labor challenges, more hotels and hospitality venues are turning to staffing agencies to supplement their current staff. Contingent labor, or temp staff as it's sometimes called, can be a beneficial part of your property's overall labor strategy.

Here are six ways to leverage these critical services to ensure long-term success.



Establish a Base of Contract Labor

Using contingent labor as a regular percentage of housekeeping and maintenance departments helps to establish a valuable resource for you. The staffing agency's local branch can set up contracts and establish standards, working with your team to determine appropriate staffing levels that reduce both overtime and turnover.

This gives you an additional resource to call on as occupancy rates grow.



Move Away from On-Demand or Short-Term Models

Many general managers make the mistake of only calling an agency when there is an absolute and pressing need. After all, with mark-ups and fees contingent labor can seem like an expensive choice. However, waiting until there is an absolute need for staffing, such as covering for call-offs and sick days, can ultimately be more expensive.

Working with an agency on a regular basis ensures you have a reliable resource for immediate and long-term staffing needs.



Look at Other Outsourced Services

While contingent labor and staffing can help boost back-of-house departments and help alleviate stress on internal recruiting resources, outsourced services ultimately relieves the need to manage labor as well.

Third-shift janitorial, deep cleans, kitchen-cleaning, and everything needed for the healthy operation of a hotel are all services that can be outsourced – often from a single source.



Reduce Turnover

Although filling gaps in your staffing may seem like a goal, that's really just a temporary fix. The right staffing firm should help you reduce turnover by determining proper wage targets, optimal hours, and recruitment strategies. A team generally doesn't run well under constant stress and disorganization.

A strong staffing partnership can create the space for success for your team.



Don't Sacrifice Safety or Compliance

Another good reason to establish a long-term staffing partnership early on is that it gives you time to properly vet the agency. Finding out what its resources are for safety and compliance is incredibly important to protect your property and the brand that it carries. The right staffing partnership will provide transparency around hiring practices, safety training, and back office support.

These critical functions are often sacrificed when seeking to fill short-term gaps in staffing and should be avoided at all costs.



Leverage Recruiting Data and Expertise

Reputable and successful staffing agencies are constantly recruiting. Their insight of pay rates, recruiting methodology, and important labor trends is necessary to serve a large client base.

Leverage these expertise to help form your own labor strategy.

Labor challenges in the hospitality industry preceded COVID-19 and have only been amplified during the current recovery period. Hotels and properties are increasingly looking to outsourced staffing models to address short and long-term needs.

Choosing the right partner as part of an overall staffing strategy can position you and your hotel for success now and in the future. For more information and additional Staffing How-Tos, visit hssstaffing.com