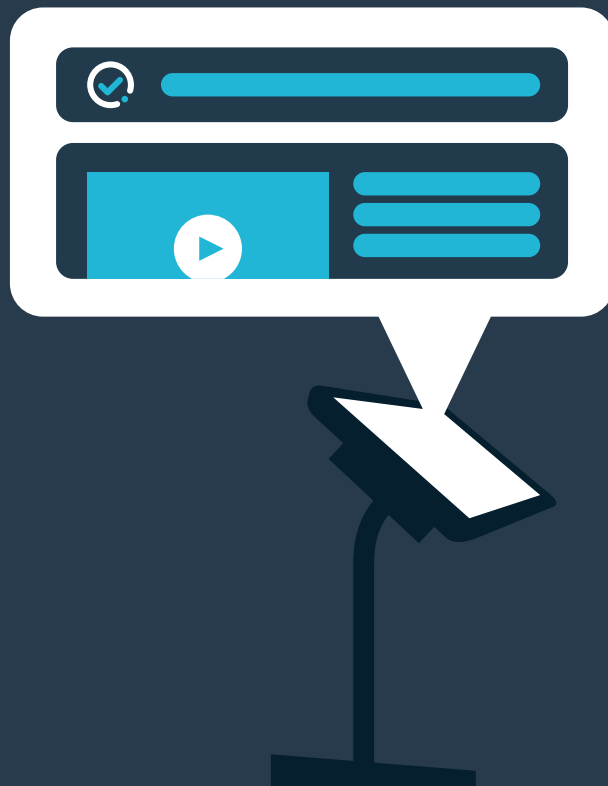


# No Box Left Unchecked

Frontline Worker Behaviors & Habits On the Job



## Quick Summary

Creating an engaged workforce goes beyond initial training and onboarding. Talent and learning technology allows organizations to create consistency in their training and development programs but doesn't account for the activities that frontline workers are responsible for throughout their day. Organizations need to do more to support employees, incorporating learning into the flow of work and everyday activities to mitigate stress-induced errors and support improved employee wellbeing.

Wisetail, in partnership with OnePoll, surveyed 1000 Frontline workers from hospitality, food and beverage, restaurant, and retail to understand their behaviors and learning styles. This accompanying report is jam-packed with insights and perspectives from staff to manager-level workers who spend the majority of their time managing and ensuring tasks are completed and customers are happy in their respective industries.

Included in this report are key findings on front line workers, such as:

### o. Task Management Skills

On average, respondents reported workers are responsible for 11 individual tasks per shift, with the morning shift reporting the most.

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### o. On-Shift Behaviors/Habits

An overwhelming 68% of workers reported the average shift to be stressful – with workers in hospitality making up the majority.

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### o. Learning Preferences

Workers prefer a variety of learning styles when consuming new information, including visual, auditory, reading, and hands-on.

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**76% of frontline workers said that if they forget even one task, everything at work is thrown into chaos.**

# Data At a Glance

Don't have time to read the full report? Here are some key takeaways.

## Task Management Skills

- The average frontline worker in the food and beverage, hospitality, restaurant and retail industries has **11 tasks to complete by the end of each shift**.
- Respondents who work mornings reported **23 daily tasks**, almost twice as many as the overall average.
- 76% said that if they forget even one of those numerous tasks, **everything at work is thrown into chaos**.
- Frontline workers use **time management, multi-tasking, and critical thinking** in their daily tasks more than any other life skill.

## On-Shift Behaviors & Habits

- 53% of respondents admit they've missed a step in an important task, **creating a dangerous situation at work**.
- As a result of those missed steps, 62% received customer complaints, **58% broke equipment, and 57% had someone get hurt**.
- In general, **68% describe their job as stressful**.
- Reported causes for forgetting or doing something incorrectly at work include:
  - Covering for someone after they call out
  - Taking on another employee's tasks
  - Having to do tasks from the previous shift
  - Not having access to things needed to do their job
  - Malfunctioning equipment

## Learning

- Top preferred learning styles include **visual and auditory learning**.
- Only **61% received training for their current job**, and most of that training occurred either on the first week or right after being hired.
- 55% of workers responded that it takes more than **3 weeks before they feel competent in their job responsibilities**.
- **75% agree continual training is important** to doing better at their daily jobs.
- On average, it takes someone **3 times to do a task before remembering** how to do it.
- 75% of respondents said it was **important to them to understand why a task is important**, suggesting a correlation between understanding and task compliance.

# Get to Know the Participants

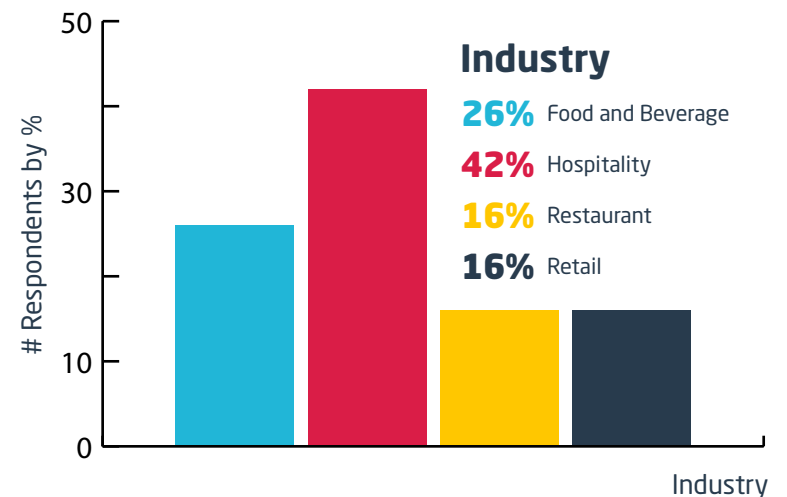
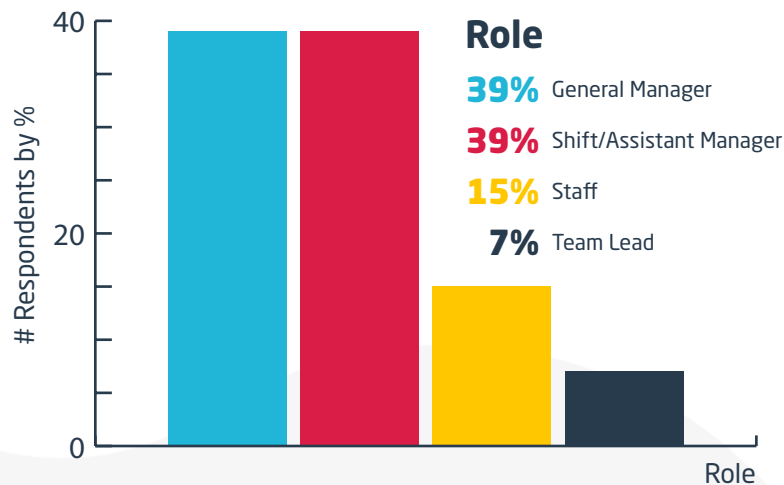
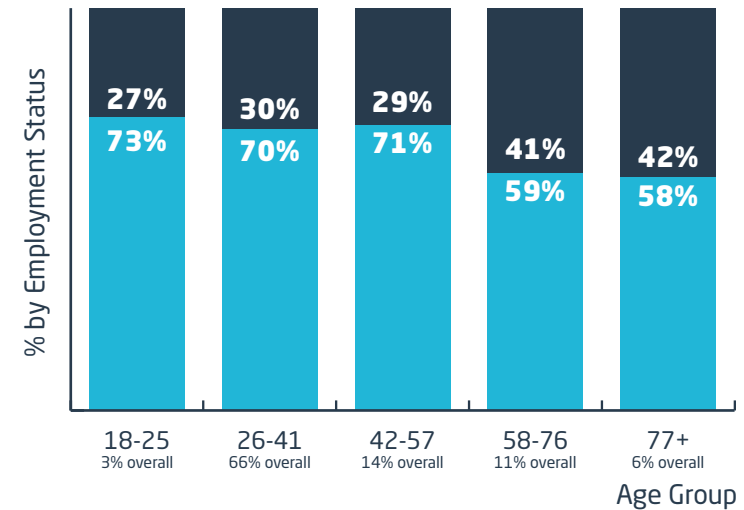
Survey participants included a range of workers from staff level to general managers, with the majority being general managers or shift managers. While general managers were more likely to work 40 or more hours a week, shift and staff members were more likely to work less than 39 hours per week.



## What is your current employment status?

**68%** employed full-time  
**32%** employed part-time

## Age



## The Details: Task Management Skills

During a shift, reported tasks per role varied. On average, respondents reported workers are responsible for 11 individual tasks per shift, with the morning shift reporting the most. Shift managers/assistant managers reported the most tasks in an average shift, compared to other roles.

### 11 tasks

The average frontline worker in the food and beverage, hospitality, restaurant, and retail industries has **11 tasks to complete** by the end of each shift.

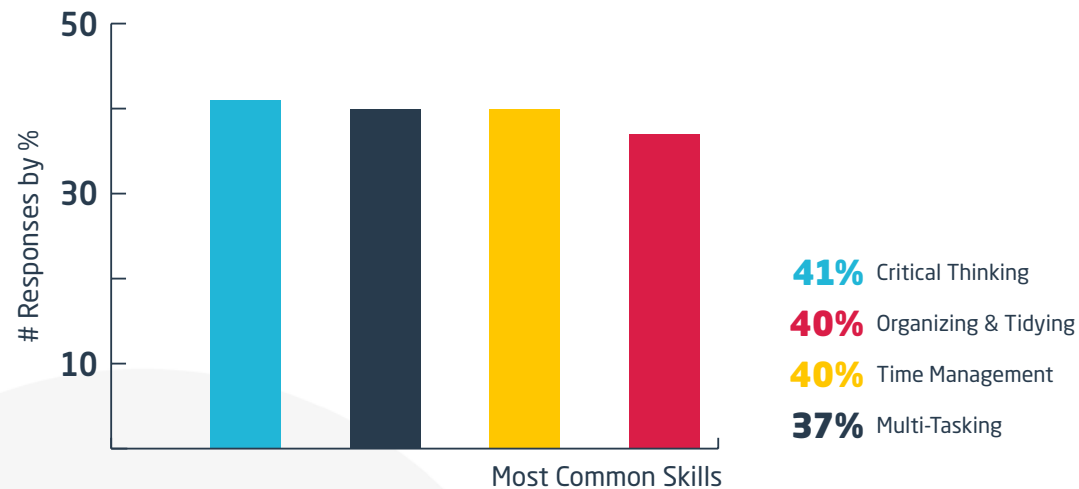
### 23 tasks

Respondents who work mornings reported **23 daily tasks**, almost twice the overall average.

### 76%

said that if they forget even one of those numerous tasks, everything at work is thrown into chaos.

Respondents felt they used a number of critical life skills throughout their day. **The most common skills included:**



## The Details: Behaviors & Habits

An overwhelming 68% of workers reported the average shift to be stressful. Workers in hospitality found their work to be the most stressful, whereas retail workers were more likely to be neither stressful or somewhat relaxed. This stress impacts the quality of their work, and the rest of workers' days outside of work.

As workers go throughout their day, 53% of workers acknowledged that they missed an important task which resulted in a dangerous or unpleasant situation. The most common results included "someone got hurt" and "broken equipment".

Missing important tasks resulted in:

**57%**

Someone got hurt

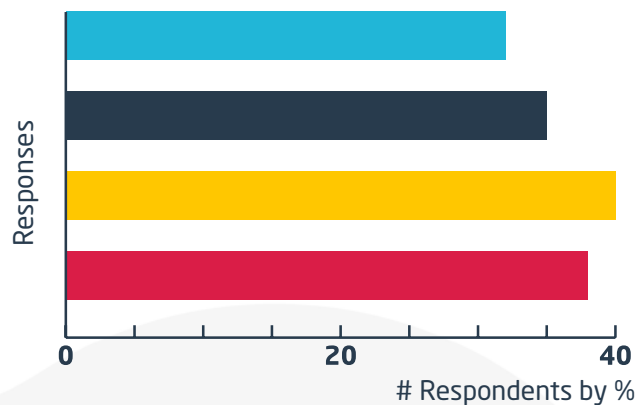
**58%**

Work equipment broke

**62%**

A customer complained

Reasons or causes for forgetting a task pointed to a variable that was outside of workers' normal day-to-day work, shared responsibilities, or not having access to things they needed to complete the task. Most commonly, the reasons reported include:



What, if anything, could/would cause you to forget a task or to do something incorrectly at work?

**32%** Covering someone after they call out

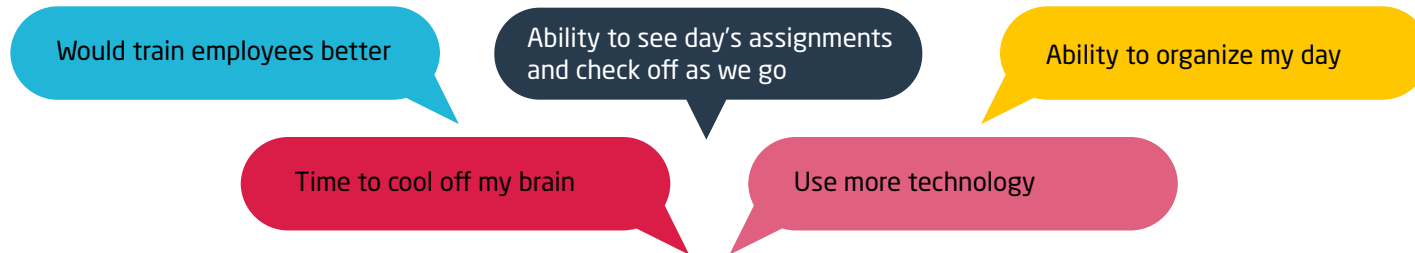
**35%** Having to do tasks from the previous shift

**40%** Not having access to things I need for my job

**38%** Taking on another employee's tasks

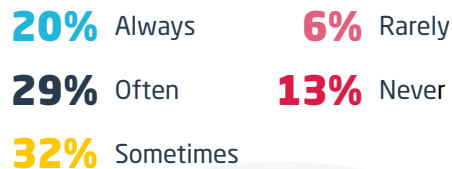
## The Details: Behaviors & Habits

When asked what could be added to workers' days to ensure things are being done correctly, responses indicated a common theme around needing more help, time, and a lack of resources.



Additionally, 49% of workers reported that they were more likely to skip mandatory safety procedures such as hand washing, surface cleaning, PPE, or disinfection when they were busy or pressed for time. The good news: in the past two years, workers have been more motivated to take health and safety precautions more seriously.

If you are busy or pressed for time, how often, if ever, do you skip mandatory safety procedures?



How much, if at all, have the past two years motivated you to take health and safety precautions and rules more seriously?

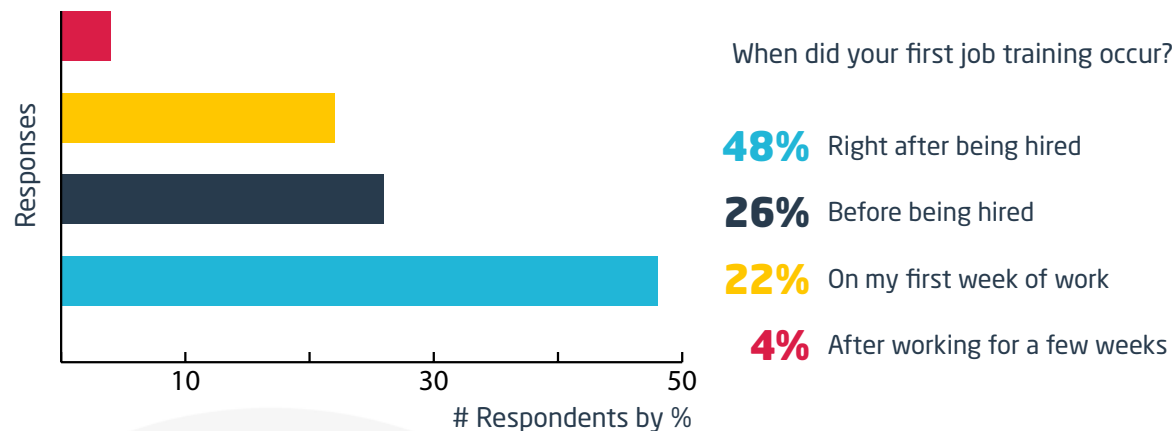


## The Details: Learning

Workers responsible for executing the day-to-day tasks agreed understanding why a task is important is valuable to them. The results support that incorporating learning and understanding into daily activities benefits workers. This also suggests that with better learning stress could be reduced because tasks aren't missed causing a domino effect of consequences.

Workers prefer a variety of learning styles when consuming new information including visual, auditory, learning by reading and learning by doing. While most of the respondents received training for their current role, most of that training occurred before being hired, or immediately after being hired.

This suggests that while training is happening in the first few weeks, errors are still occurring, therefore requiring ongoing training is necessary to ensure optimal performance and consistent guest experiences during a worker's tenure with the organization.



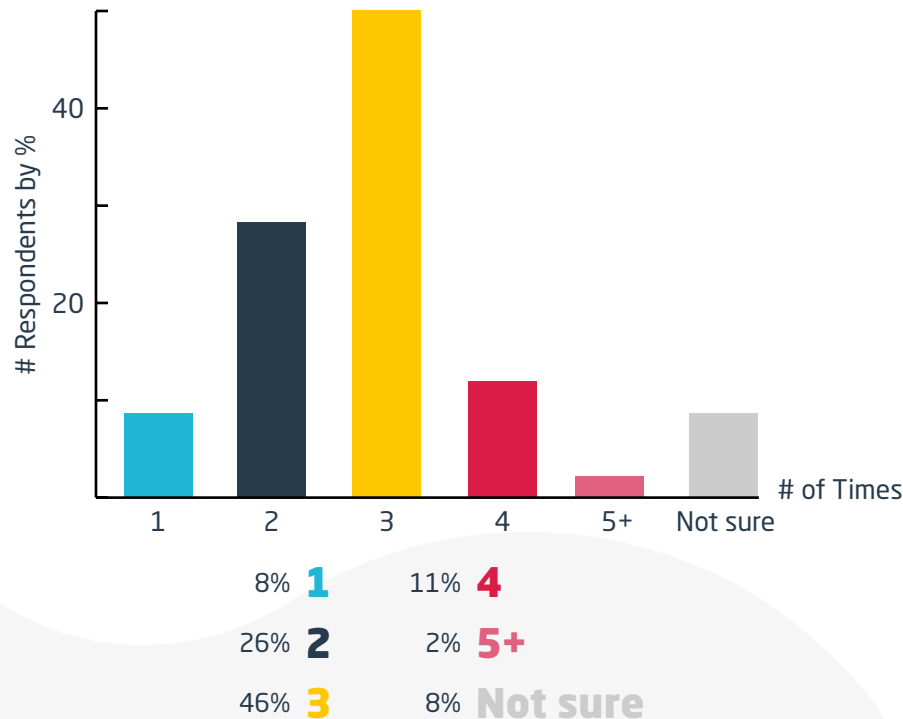


# The Details: Learning

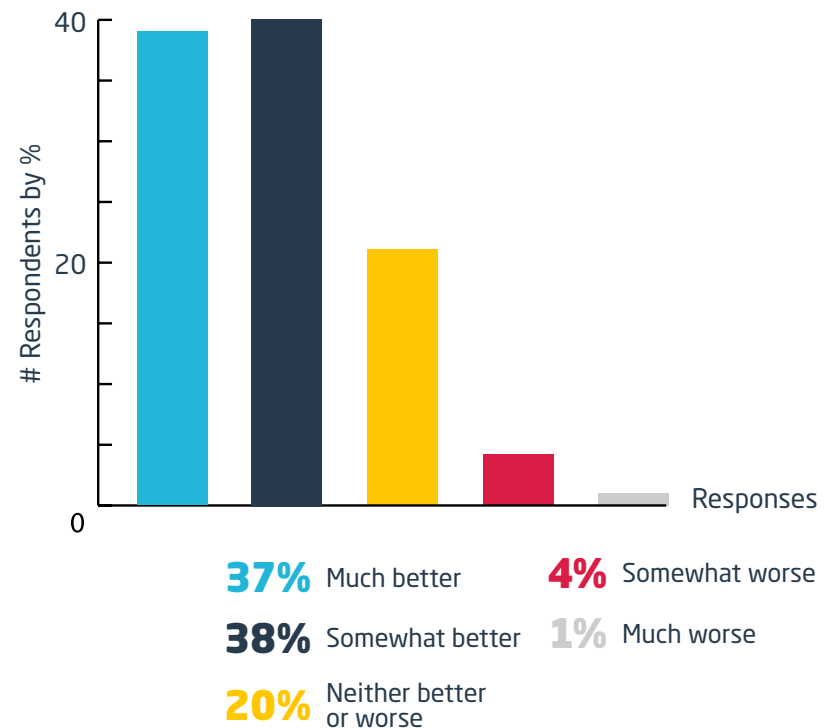
It's important to note, on average, it took about 3 weeks after receiving job training for workers to feel competent and adequate in their job responsibilities. Workers in the food and beverage industry tended to need more time, with 47% reporting needing 3-4 weeks and 20% reporting needing 5-6 weeks. Retail workers reported needing the least amount of time with 28% needing 1-2 weeks and 22% needing between 3 and 4 weeks.

When workers came across a task they felt they weren't properly trained to handle or couldn't remember how to do it, 44% stated they ask a coworker if they've dealt with the task before and then learn from them. Overall, the majority agreed continual training would benefit their daily job tasks. This suggests easy access to training and learning opportunities in the flow of work benefit both the workers ability to complete tasks accurately and the organization as a whole.

How many times do you need to do a task before you remember how to complete it correctly?



If you have/had continual training for your job, do you feel like you are/would be better or worse at your daily job tasks than without ongoing training?



## Conclusion

Leaders in both Learning & Development and Operations can use this survey to gain valuable insight on the value and impact learning can play in the day-to-day operations of frontline service team members. Not only is having access to ongoing training vital to workers feeling confident in their daily actions, but when paired with technology, specifically task management solutions, workers can better manage their day, avoid mistakes and consequences and lower stress levels.

Similarly, the results reinforce the value of a Learning Management System (LMS) and the role it plays in engaging workforce post onboarding by providing an opportunity for team members to gain insight from one another, and access ongoing training throughout employment.

A key takeaway from the study is that task management should be considered part of the learning and development process, from understanding how to manage time and stress to quickly accessing training when there is a task question. More importantly, as leaders mitigate errors and keep them from snowballing, the ability to look at corrective actions and the history of compliance can provide insight into gaps in the training process, whether on an individual or process level.

In addition to ensuring the actions required are understood, providing scheduled activities and tasks can drive accountability of workers' daily routines, resulting in fewer missed steps that lead to critical results, including injury or equipment. Ultimately, this positions a business to operate more efficiently in both the short and long run, positively impacting the overall customer satisfaction and expectations of an establishment.

Simply put, when Learning & Development and Operation teams work together by leveraging technology that emphasises learning and accountability, organizations are able to create a work environment that fosters optimal performance and increased revenue.

**Are you looking to improve worker performance, engagement, and overall revenue? Stay ahead of risks with OnTrack, a modern checklist designed to bring learning and operations together in the moments it matters most.**