

5 KEY FACTS: The importance of onboarding pub teams

Onboarding is so important, bringing staff up to speed quickly and ensuring they are confident and happy from the start helps to build excellent long term foundations. First impressions count, so having confident staff is critical.

29% of licensees carry out structured onboarding processes for new starters.

55% of pub employees said that when they joined a team, they mainly 'learnt on the job'.

58% of licensees reported doing tasks that their team could do if they'd had more training.

3-in-4 pub employees said better training would positively impact the customer experience.

43% of licensees report "lack of time" as the biggest challenge they face when training their team.



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