

Solving High Staff Turnover in a North Yorkshire Retailer

Background

Our client is a successful village store and petrol station that has 12 staff covering early morning to late evening.

Problem

- Permanent staff turnover was running in excess of 200%
- High costs in repeat recruitment and training
- Owner and staff working long hours to cover vacancies

Outcome

- Introduction of competency-based recruitment process
- Introduction of focussed staff induction programme
- Introduction of best practice team briefing
- In the 12 months following these initiatives, staff turnover was eliminated