

It is vitally important that in an industry where high staff turnover is endemic, coupled not only with the shortage of available staff but also the high cost of re-training new recruits, every effort should be made to retain the services of existing staff.

With the exception of management, supervisory and skilled personnel the majority of catering assistants work within close proximity of their home. This is due in the main to the high cost of travel, part-time working, coping with a young family and the need for convenience. As a result all employers have to continually find new ways of retaining the services of their staff.

Recruitment Procedures

- Notify personnel of vacancies. Find out reasons for vacancy occurring / person leaving in order to identify any problem areas. Consider whether vacancy should be filled in its current format if at all.
- Advertise in job centres, local press and shop windows resulting in gaining coverage of a representative cross-section of the local population.
- Senior positions will be placed on the internal 'Key Vacancy' list for circulation to all managers and depending on the seniority of the position, advertised in the local media.
- Ensure accurate and up-to-date job descriptions are produced / available which fully represent the duties of the position to be filled.
- Draw up specifications for each position that objectively identify essential and desirable skills, knowledge and abilities. Requirements must be relevant and justifiable and should not disadvantage or exclude any particular group.
- Qualification requirements must be relevant and of a level that is actually needed for the job.
- The interview process should be carried out by trained staff who understand and support the Company's recruitment procedures and policies.

- Once the decision has been made to appoint a particular person, enquiries should be made through the disclosure service to ascertain the suitability of the appointee for the post in question.
- The DBS primary purpose is to assist abm in making safer recruitment decisions and appointments by providing access to criminal records and identifying those who may be unsuitable for certain work or positions.

At abm our staff turnover is less than the industry norm due to the following measures enacted within all our contracts:

- Allow an input into the running of the business
- Providing safe working environments
- Above average rates of pay
- Sales leads bonus schemes
- Staff incentive schemes
- Regular staff meetings
- Performance review
- Feedback sessions
- Annual appraisals
- Pension scheme
- Multi-Skilling
- Job sharing
- Continuity



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