

RESEARCH HIGHLIGHTS

2025 Priorities for Hospitality Leaders

Our survey is designed to help hospitality organizations identify strategic priorities they may want to focus on to drive productivity, build a healthy people strategy, and gear up for growth.

Top Challenges Facing Leaders

(Responses for extremely/very/somewhat challenging)

BUSINESS

- 1. Economic uncertainty (86%)
- Technological change/ digital transformation (77%)
- **3.** Managing the supply chain (76%)

HUMAN RESOURCES

- **1.** Retention (59%)
- 2. Attracting/recruiting talent (56%)
- 3. Talent management (52%)

PEOPLE MANAGEMENT

- 1. Workforce productivity (96%)
- **2.** Recruiting, hiring, and onboarding (95%)
- **3.** Employee engagement/ retention (91%)

COMPLIANCE

- 1. Data privacy/protection (67%)
- **2.** Wage and hour (57%)
- **3.** Record-keeping and documentation (55%)

TECHNOLOGY

- 1. Data security/employee data privacy (59%)
- 2. Scalability/ability for HR system to grow with our company (55%)
- 3. Managing analytics/reporting (54%)

Impact of Employee Turnover

Costs **\$10,431** per employee, on average

Business outcomes:

- **1.** Disruption of team dynamic (53%)
- 2. Impact on morale (45%)
- **3.** Workforce stress and burnout (45%)

The #1 employee retention strategy is increasing pay.

Time & Cost of HR Administration



Average annua	l cost
\$18,818	,
\$18,618	}
\$15,173	
\$12,630)
\$12,105	
	\$12,105

HR Outsourcing Gets Prioritized

59% of hospitality leaders plan to outsource HR administration in the year ahead.

(Responses for extremely/very/somewhat likely)

TOP TASK TO OUTSOURCE

- 1. Payroll processing (43%)
- 2. Benefits administration (12%)
- **3.** Managing employee performance (9%)

EXPECTED RESULTS

- 1. Fewer mistakes (48%)
- 2. Increased productivity (41%)
- 3. Reduced costs (39%)

Get Help With Your Business Challenges

Paychex makes HR brilliantly simple. Contact us to access dedicated HR experience and help solve your biggest HR issues.

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