



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%)
2. 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%)

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%)

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%)

Impact of Employee Turnover

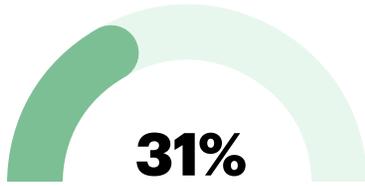
Costs **\$10,431 per employee**, on average

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



of leaders spend **more than 10 hours** a week on HR administration tasks.

AVERAGE COST OF TIME SPENT ON HR TASKS

\$140,479 annually **OR** **\$2,702** per week

MOST TIME-CONSUMING HR TASKS

	Average annual cost
Recruiting and onboarding	\$18,818
People management	\$18,618
Tracking employee hours worked	\$15,173
Payroll processing	\$12,630
Maintaining regulatory compliance	\$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.