

Use this template before and during a seasonal spike to identify and fix small issues before they turn into resignation letters.

HOW TO USE THIS TEMPLATE

WHO	WHEN	HOW OFTEN	SETTING	GOAL
Interview your core performers: reliable, high-impact team members you can't afford to lose.	10-15 check-ins before or as early as possible during the busy season	Once per quarter or before major volume changes	Casual, but private (avoid the "performance review" feel)	Surface churn risks to determine next steps

SAMPLE INTERVIEW QUESTIONS

Motivation & Engagement

- What do you look forward to most when coming to work during the busy season?
- What makes a great day here (and what makes a tough one)?
- If you could spend more time on one thing you enjoy at work, what would it be?

Support & Workload

- How's your workload feeling right now (i.e., too much, too little, or just right)?
- What would make your next few weeks easier or less stressful?
- Is there anything that slows you down or makes your job harder than it needs to be?

Recognition & Connection

- Do you feel recognized for your effort lately? How do you like to be recognized?
- Who on the team has been especially helpful and why?
- What kind of acknowledgment or incentive keeps you motivated through busy times?

Commitment & Retention

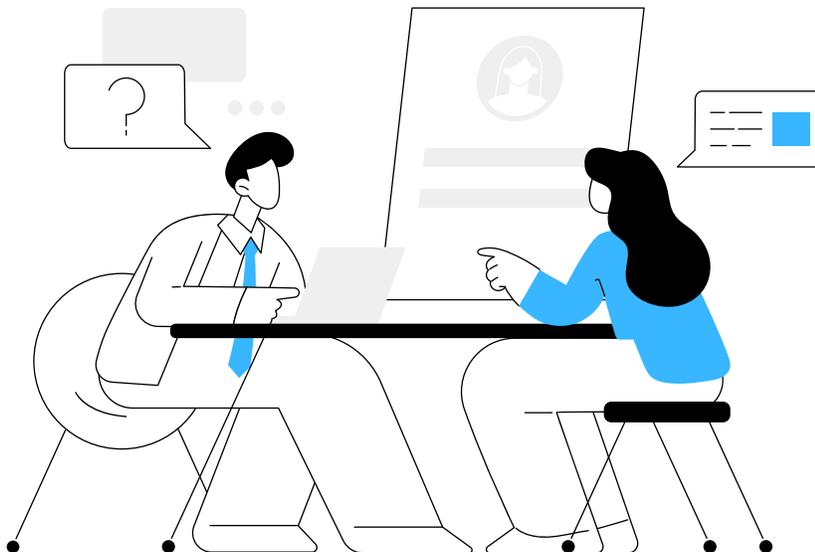
- What might tempt you to look for another job this season?
- What can I or the company do to make you excited to stay?
- Is there something small we could change that would make a big difference for you?

WHAT TO DO ONCE THE INTERVIEW IS COMPLETE

- ✓ Thank them for their honesty.
- ✓ Share what you learned (without naming names).
- ✓ Implement one action within a week — even small wins count.
- ✓ Revisit key points after the season to show accountability.

Remember

➔ Stay interviews aren't just a retention tool. **They're a relationship tool.**



YOUR LOCAL PARTNER FOR STAFFING STABILITY AND SEASONAL RETENTION ACROSS THE HUDSON VALLEY.

**Stop churn before it starts.
Schedule your Seasonal Workforce Assessment today.**

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