

1 Abstract

Turnover is a familiar topic in today's hospitality industry. It describes the situation of an employee leaving the business due to several reasons. In general, a high turnover rate contributes in a negative way to the success of a hospitality business. Not only big companies are affected, also small to medium-sized organizations are faced with the negative aspects of turnover.

This paper provides an evaluation of the existing knowledge and information. Furthermore, qualitative and quantitative research methods were used in order to collect detailed data from employees and leaders of hospitality businesses. In addition to this, this paper provides a strategy concept that aims to reduce turnover in small to medium-sized businesses.