

# How to Ask About Burnout or Fatigue

## Support Script



Burnout and fatigue are common in hospitality due to long hours, customer load, fast pace and emotional labour.

This script helps supervisors start supportive, stigma-free conversations to identify concerns early.

## Why This Matters

- Early support prevents burnout and safety risks
- Normalises talking about energy levels
- Helps staff feel valued and supported
- Reduces turnover and emotional overload

## When to Use This Script

- Staff look tired, flat or overwhelmed
- Multiple mistakes or slow reactions
- Staff withdraw or become unusually quiet
- Staff express stress, frustration or exhaustion
- After several busy shifts or doubles

## How to Ask About Burnout or Fatigue

- Start With What You've Noticed
- Use The 'Energy' Check'
- Ask Openly, Without Pushing
- Guide Toward Support Options



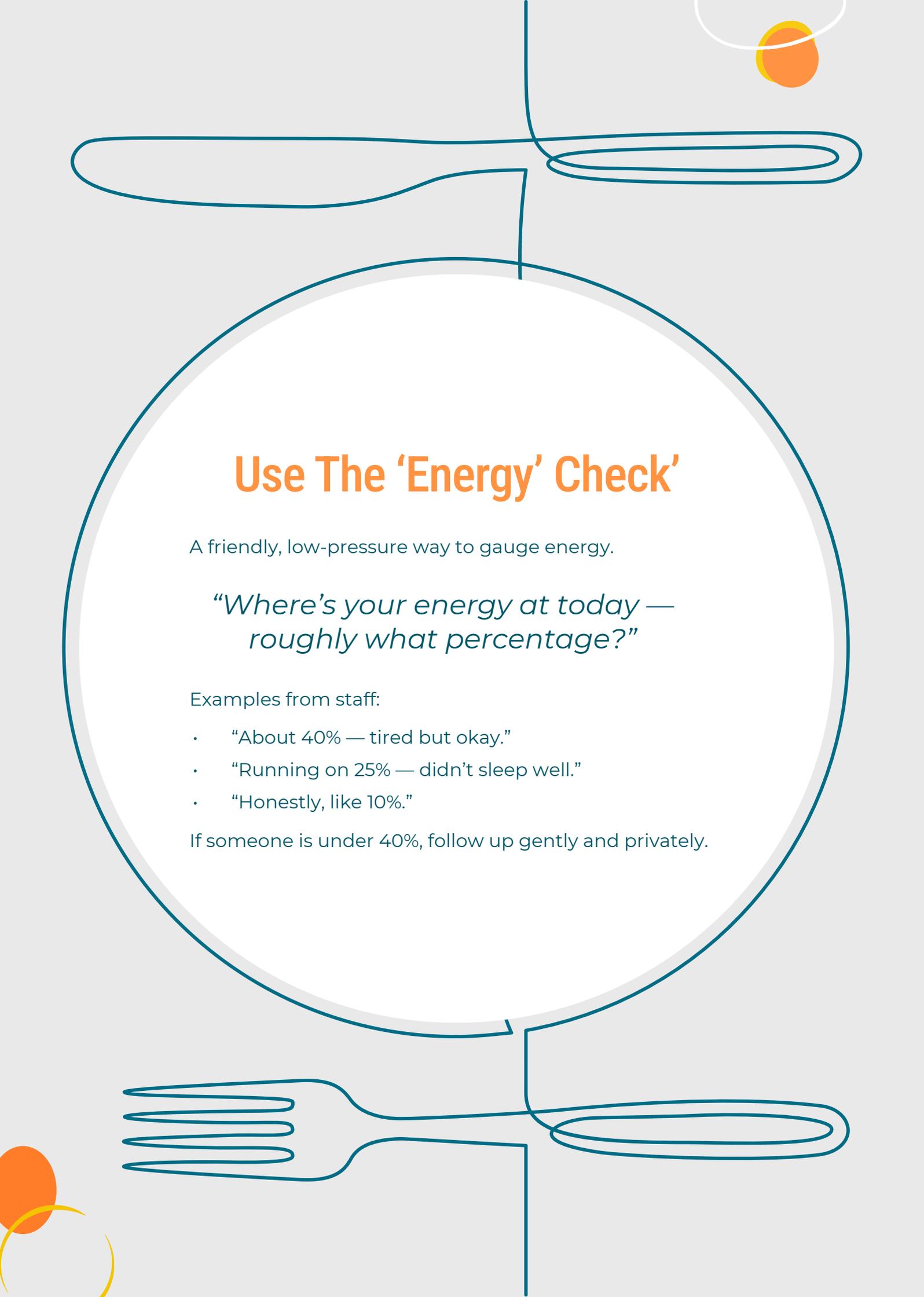
## Start With What You've Noticed

Keep it gentle, specific and non-judgemental.

Examples:

- *"I've noticed you seem low on energy today."*
- *"You seem a bit worn out — everything okay?"*
- *"You're not your usual self — how are you travelling?"*

**Tone matters more than the words.**



## Use The 'Energy' Check'

A friendly, low-pressure way to gauge energy.

*"Where's your energy at today — roughly what percentage?"*

Examples from staff:

- "About 40% — tired but okay."
- "Running on 25% — didn't sleep well."
- "Honestly, like 10%."

If someone is under 40%, follow up gently and privately.



## Ask Openly, Without Pushing

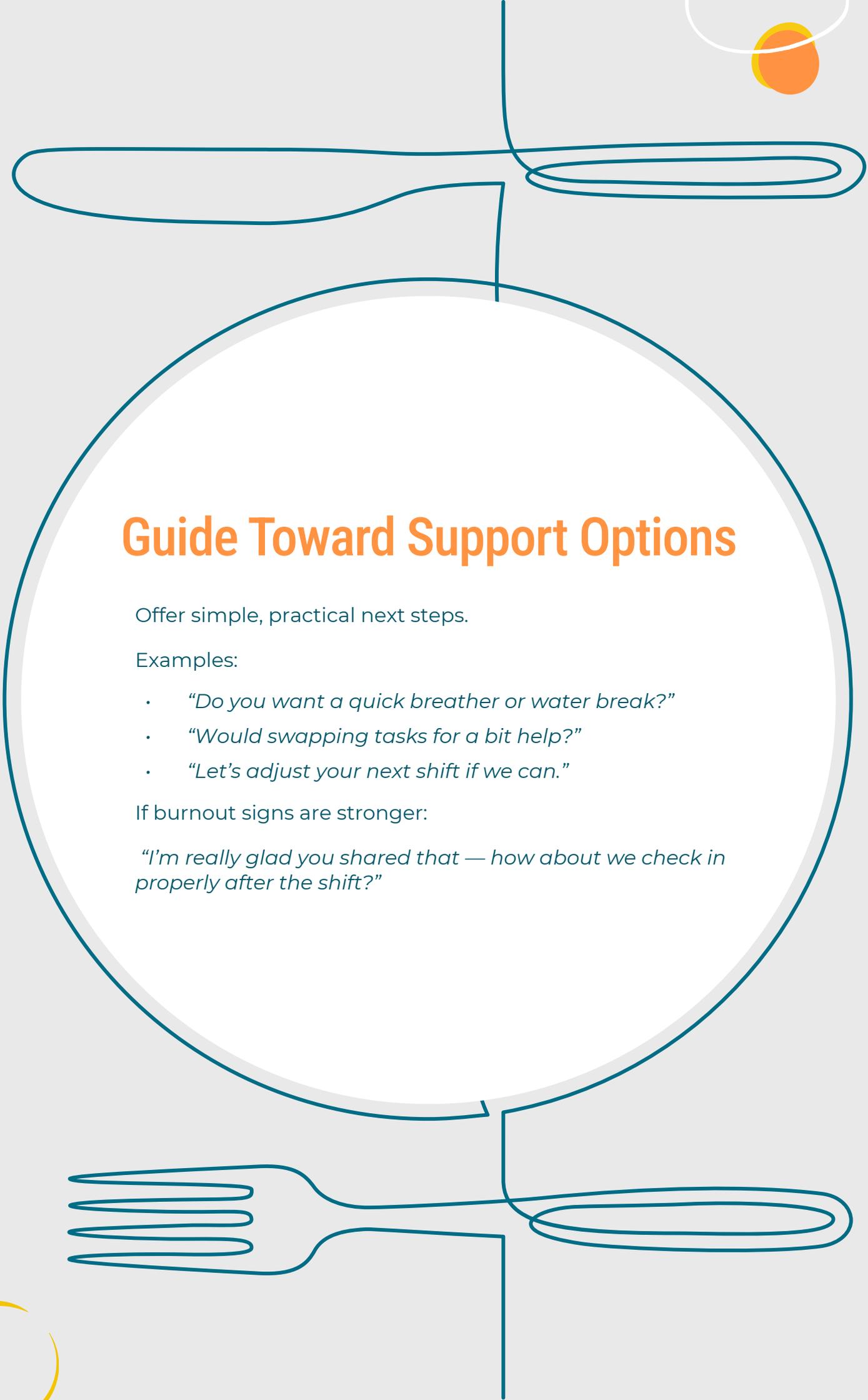
Give them space to share at their own pace.

Examples:

- *“Has anything been wearing you down lately?”*
- *“What’s been the toughest part of the week for you?”*
- *“Is something making today feel harder?”*

If they want privacy:

*“That’s okay — we can just talk about what support you need right now.”*



## Guide Toward Support Options

Offer simple, practical next steps.

Examples:

- *“Do you want a quick breather or water break?”*
- *“Would swapping tasks for a bit help?”*
- *“Let’s adjust your next shift if we can.”*

If burnout signs are stronger:

*“I’m really glad you shared that — how about we check in properly after the shift?”*

# When It's a Safety Issue

Take immediate action if staff:

- Are visibly struggling to focus
- Are shaking, tearful or overwhelmed
- Mention being unable to cope
- Show signs of extreme fatigue (microsleeps, zoning out)

Supervisor actions:

- Pause duties
- Offer a break or safe task
- Check if they need to go home
- Suggest speaking with MHFA-trained staff

# Follow-Up Questions

Use privately after the shift or next rostered day.

- *"How are you feeling now that you've had a rest?"*
- *"Is there anything you need this week to feel more supported?"*
- *"How can we make your next few shifts easier?"*

# Supervisor Tips

- Stay calm and caring
- Don't minimise their experience
- Avoid "everyone's tired" comments
- Listen more than you talk
- Follow up consistently
- Protect confidentiality

## Download More Tools

Access wellbeing check-ins, grounding exercises and posters at the Healthy Mind Menu Online Hub.

[healthymindmenu.org.au](https://healthymindmenu.org.au)