

The background of the image is a blurred photograph of a casino resort. A female employee with long dark hair, wearing a white shirt, a black vest, and a red sash with black stars, is smiling at the camera. In the background, other people are visible at a gaming table, and the warm, golden lighting of the casino is evident.

UKG at work in
Casino Resorts



UKG for Casino Resorts helps you retain an engaged, productive, and happy staff — while minimizing compliance risk and controlling labor costs — putting your casino resort in a better position to compete. Our innovative workforce solutions help you deliver a quality guest experience that drives loyalty and optimizes revenue opportunities.

CRITICAL BUSINESS ISSUES



Manage Complex Labor Scheduling

Due to the intricate scheduling environment of casino resort operations, it is crucial that you ensure the right employees are in the right place to deliver an exciting, seamless experience that leaves a lasting impression on your guests. Staffing multiple job functions, from the casino floor to the hotel to any restaurants you may have, and making sure all these employees are properly trained and skilled, means optimal staffing and placement are of the utmost concern. UKG Virtual Roster® provides you optimized scheduling and forecasting so you can keep up with demand throughout all departments of your business in both on- and off-peak seasons. Seamlessly integrated with UKG for Casino Resorts, the solution automates the scheduling and daily management of your entire workforce.



Enhance Guest Experience

From the moment your guests walk into your resort to the moment they leave, they expect an exceptional level of service. The better your staff is able to engage and provide that anticipated, remarkable experience, the happier your guests will be — and the more likely they'll return. UKG for Casino Resorts provides the workforce solutions you need to help ensure your staff is optimally scheduled, productive, and fully engaged. Because when your workforce is managed efficiently, you can focus on what's most important — your guests.



Increase Employee Engagement and Productivity

When employees aren't engaged, they're not delivering the quality experience your guests deserve. UKG for Casino Resorts provides self-service tools that help your staff stay engaged, happy, and productive, effectively lowering turnover and associated labor costs. Mobile capabilities allow employees to view schedules, submit time-off requests, and engage in a simple, efficient, and modern way that works for them and for your managers. And when your employees are happy and satisfied, they tend to work harder and stick around for the long term.



Control Labor Costs

With high turnover and increasing competition from online gaming outlets, you need to make every dollar count by focusing on ways to better manage your staff and their impact on your business. An automated UKG® workforce solution helps you accurately track and calculate employee time, reduce overtime rates, eliminate payroll errors, and create cost-effective schedules that take forecasted demand into account.



Minimize Compliance Risk

The spotlight on compliance risk in the casino industry has never shone more brightly than it has in recent years. From maintaining tip-reporting compliance to meeting Gaming Board requirements, you need the right workforce tools to help ensure you're protecting your employees and your business. With UKG for Casino Resorts, you'll have access to real-time, accurate employee data that helps you take a proactive approach to compliance with FMLA and FLSA, wage and hour laws, minimum wage and tipping rules, and more.

UKG at work in Casino Resorts

HR ADMINISTRATOR



How can I retain best-fit employees who will deliver exceptional service to our guests while balancing cost and compliance constraints?

CRITICAL BUSINESS ISSUE

Increase Employee Engagement and Productivity

HOUSEKEEPER



How much accrued time off do I have available?

CRITICAL BUSINESS ISSUE

Increase Employee Engagement and Productivity

BUSINESS ANALYST



How do I use historical and forecasted performance data that align labor with business volume for all departments?

CRITICAL BUSINESS ISSUE

Control Labor Costs

PAYROLL ADMINISTRATOR



How can I streamline processes and deliver perfect paychecks every pay period?

CRITICAL BUSINESS ISSUE

Increase Employee Engagement and Productivity
Minimize Compliance Risk

TABLE GAME DEALER



How do I check my schedule, pick up open shifts, and record my time so I get paid accurately?

CRITICAL BUSINESS ISSUE

Enhance Guest Experience
Increase Employee Engagement and Productivity

SECURITY OFFICER



Is there accurate coverage so I can keep guests and employees safe?

CRITICAL BUSINESS ISSUE

Enhance Guest Experience

TABLE GAME SCHEDULER



How do I schedule directly to the table, inclusive of skills, proficiencies, and roadmap relationships, while ensuring there are no work rule violations or interpersonal conflicts?

CRITICAL BUSINESS ISSUE

Manage Complex Labor Scheduling
Control Labor Cost

PIT MANAGER



How do I provide clear direction to my dealers to meet departmental standards and achieve both departmental and company performance goals?

CRITICAL BUSINESS ISSUE

Manage Complex Labor Scheduling
Control Labor Cost

SERVER/BARTENDER



This is my second job, so I need a predictable schedule that doesn't interfere with my other job.

CRITICAL BUSINESS ISSUE

Enhance Guest Experience
Increase Employee Engagement and Productivity

A Complete Solution for Your Casino Resort Business

With turnover rates near 80% in the gaming industry, you need to ensure employees are not only happy, but also are providing the exceptional service your guests expect. UKG for Casino Resorts can help you maximize efficiency and performance with better management of employees throughout your business — from table games and retail to housekeeping and events. Now you can build a workforce that’s engaged and focused on providing exciting experiences that guests won’t soon forget.

- **Mobile self-service tools** provide quick and easy access to view schedules, request time off, and swap or pick up shifts
- **Time and attendance tools** provide visibility into employee information such as accrued pay, hours worked, time off, absences, and more
- **World-class casino resort scheduling tools**, powered by UKG Virtual Roster and UKG Pit Manager™, ensure you are staffing the right employee in the right place at the right time, based on skills, preferences, and demand
- **Analytics and reporting tools** provide actionable insight into performance by location to manage opportunities for cost savings and productivity gains — all while improving the quality of your service
- **Automated compliance tools** proactively manage federal, state, and local labor laws, including FLSA, ACA, Gaming Board, IRS and GITCA requirements, and any others that come your way

UKG helps us deliver the finest guest services standards and stay one step ahead of our competition through better hiring and retention, sophisticated business insight, and putting the right person in the right place to do the best job possible.

Noka Graff
HR Manager
Shooting Star Casino



UKG at work in Casino Resorts



Our purpose is people

Put UKG for Casino Resorts solutions to work for you:
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At UKG (Ultimate Kronos Group), our purpose is people™. Built from a merger that created one of the largest cloud companies in the world, UKG believes organizations succeed when they focus on their people. As a leading global provider of HCM, payroll, HR service delivery, and workforce management solutions, UKG delivers award-winning Pro, Dimensions, and Ready solutions to help tens of thousands of organizations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has more than 13,000 employees around the globe and is known for an inclusive workplace culture. The company has earned numerous awards for culture, products, and services, including consecutive years on Fortune’s 100 Best Companies to Work For list. To learn more, visit www.ukg.com.