

UKG Ready for Retail

Empower your people to delight your customers and grow your business

The state of the industry

Today's retail industry is undergoing a transformative shift, with stores, food service, and hospitality sectors all navigating a new, dynamic landscape. Gone are the days of predictable patterns, as digital technology has quickened the pace and reshaped how sales occur. The rise of online shopping, evolving consumer habits, and a fluctuating economy has reshaped the competitive landscape. **And today's labor shortage is making it harder than ever to find and keep good employees.**

Central to this shift is the customer experience. Modern consumers are looking for not just products and services but also memorable shopping, dining, and lodging experiences that offer personalized service and attention. To meet these expectations, businesses across retail, food service, and hospitality must **invest in cutting-edge technology, leverage data analytics, and focus on staff training and development.**

Additionally, ensuring a robust supply chain and effective inventory management is crucial, as disruptions in these areas can greatly affect customer satisfaction and business profitability.

Frontline workers are the linchpin of the retail industry, interacting directly with customers and representing the brand. However, this critical role is becoming increasingly challenging for them due to the increase in customer expectations and labor shortages and the complexity of managing both online and in-store sales. **Retailers need to support the well-being and development of their frontline workforce to ensure they're equipped to deliver exceptional customer experiences.**

Prioritizing the employee experience

The retail workforce is also undergoing a transformation. In the past, retail jobs often meant low

pay and few chances to grow, resulting in high turnover. But now, **retail employees want jobs that are fulfilling, offer opportunities to learn and advance, and provide a positive work environment.**

As with most workers today, retail employees want to feel like they're part of something bigger. They want to be valued and appreciated for their contributions to the company's success. Good pay and benefits are important, but they're no longer sufficient on their own. Workers also want opportunities for career advancement and professional development.

Flexible work schedules, once considered a perk, are now expected by many workers. **The ability to balance work and personal life is essential for job satisfaction and retention.** In addition, employees increasingly value employers that prioritize well-being, offering mental health support, wellness programs, and resources to manage stress.

When retail employees find special meaning in their work, they are 1.6x more likely to want to stay at their workplace for a long time.

Source: Great Place To Work®

Your frontline retail employees also want **modern technology that supports their needs and allows them to be as productive as possible.** For example, empowering them with real-time information via mobile apps on any device can increase engagement and overall job satisfaction.

In today's competitive labor market, retailers must create workplaces that prioritize the employee experience. By investing in their workforce, retailers can foster a culture of engagement, innovation, and customer focus that will help boost the bottom line.

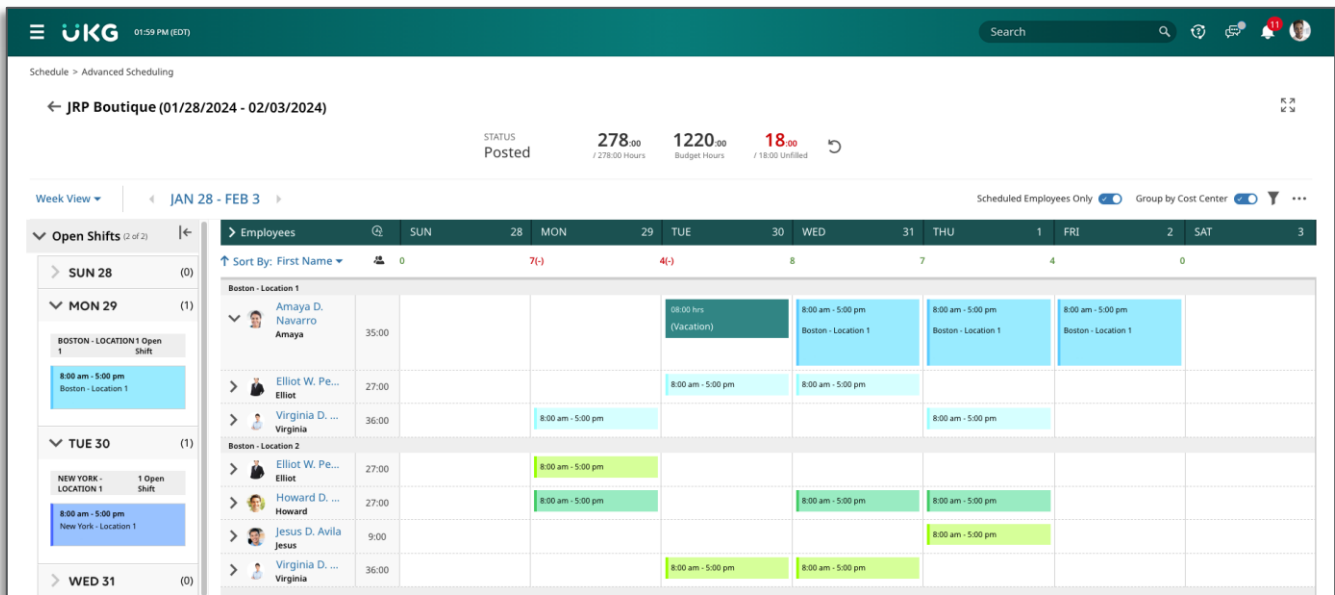
HR, payroll, and scheduling that helps retail businesses thrive

UKG Ready® is the intuitive, all-in-one solution designed for small to mid-sized businesses that meets all your employee needs. From **HR, benefits, and payroll to talent, time, and scheduling**, UKG Ready empowers your people to be more productive, make faster, more informed decisions, and create a great place to work for all.

We help retail businesses **increase efficiency and productivity, reduce turnover, minimize costs, streamline scheduling, and engage employees** to keep your business running smoothly and successfully.

UKG Ready: Key Benefits for Retail

- Manage all people processes in one solution that includes system-wide analytics, AI-driven insights, and personalized experiences
- Attract and retain best-fit talent more effectively; easily manage different employee types in multiple locations
- Apply complex pay rules automatically to avoid compliance issues
- Gain real-time visibility into costly labor trends such as fatigue, absence, and overtime
- Control labor costs by automating error-prone processes and linking labor costs to orders
- Allocate and align labor to demand with best-fit schedules
- View order status in real time to help make labor adjustments as needed to meet delivery deadlines
- Keep labor expenses in check with the ability to monitor overtime to manage and determine labor costs by day and position



Manage retail and hospitality workforce scheduling with ease using UKG Ready Advanced Scheduling. Build schedules based on operational demand, required skills, compliance rules, and employee availability and preferences.

Learn more about UKG Ready for Retail at ukg.com