UKG

UKG for Tribal Gaming

Deliver Exceptional Guest Experiences While You Control Labor Costs

The Tribal Gaming Challenge

With turnover rates near 80% in the gaming industry, you need to ensure employees are not only happy, but providing exceptional guest service.

Our suite of gaming-specific solutions can help you manage employees in all parts of 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.

Delivering exceptional guest service starts with empowering your teams to make informed decisions — for experiences that entertain customers and build loyalty and repeat business. With 24/7 access to employee information, employees and managers can make decisions that help your organization achieve success. Best of all, decisions are proactive instead of reactive, with real-time reporting tools and analytics dashboards tailored to the gaming industry.

UKG for Tribal Gaming provides a comprehensive workforce solution that can help you maximize efficiency and performance. When you put the right staff in the right place at the right time, they can focus on meeting and exceeding your guests' needs.

"The ease of use of the UKG solution makes it easier for us to do our jobs and be more productive. **Because HR is integrated with payroll, we have just one record to work from.** The cloud platform takes a lot of the administrative burden off our IT staff. And with self-service, our employees can access the information they need, when they need it."

Sue Rosnow
Controller, Red Lake Gaming

Delivering a Comprehensive Solution

Using an innovative UKG™ (Ultimate Kronos Group) workforce solution to control labor costs, engage and retain your workforce, and minimize compliance risk puts your organization in a better position to deliver exceptional guest services — as well as bottom-line results.

Reduce labor costs

To control labor costs, you need to accurately track and calculate employee time. By automating time and attendance processes, UKG for Tribal Gaming helps reduce overtime rates and eliminate payroll errors. The solution supports multiple wage rates and weighted average overtime and automatically alerts managers when employees are approaching overtime thresholds. Now you can use overtime effectively and strategically — to deliver positive experiences that keep guests coming back.

UKG helps you create cost-effective schedules that take forecast demand into account. With insight into demand, you can reduce overscheduling and fill shifts with the most appropriate and skilled employees. Table game rotation and strings can be easily monitored with pit managers.

And when things get busy, UKG allows you to react quickly and reallocate employees appropriately.

UKG helps you decrease payroll inflation by minimizing how often employees work outside their scheduled hours. And biometric identification capabilities more accurately identify and validate an employee's true identity to help prevent buddy punching.

Minimize workforce compliance risk

By integrating HR/benefits administration, time and attendance, scheduling, and payroll, UKG helps you minimize compliance risk and avoid penalties with a centralized solution that automatically enforces adherence to federal, state, and industry regulations and corporate policies.

To help you meet IRS and Gaming Industry Tip Compliance Agreement (GITCA) requirements, UKG supports the allocation and distribution of tips and tokes. UKG tip processing manages employee tip reporting by using either a tip compliance or tip declaration method and allows employees to enter tips on transfers, on out punches, or after punching out. The solution also provides an intuitive setup for administering and processing toke pools that includes unlimited numbers of toke pools and a complete history of toke pool entries and allocation.

To prevent Gaming Control Board fines, you need to be certain that your dealers have current gaming licenses and required certifications. UKG tracks employee certifications and scheduling and sends alerts when certifications are about to expire.

Increase retention and satisfaction

Hiring the right people is the first step toward reducing employee turnover. Once employees are on board, the UKG solution helps them strike a work-life balance that works for them and you. The result? Employee engagement increases, and you benefit from having staff who enjoy their work and are focused on delivering exceptional guest experiences.

With employee self-service and mobile tools, you can give your staff convenient access to time-worked and leave balances and make it easy for employees to request shifts and schedule time off.

Meeting Your Needs and Driving Results

Robust FMLA compliance support

With FMLA absences on the rise, many industries are struggling to respond. According to a recent survey, employee FMLA absence is hitting the gaming industry disproportionately hard.

Because you can't always control or predict employee absence and leave, UKG empowers you with the visibility you need to stay compliant with labor regulations such as FMLA. With automated document generation for creating FMLA-related medical certifications forms and customized disciplinary action letter templates, alerts that flag potential FMLA cases, and automated FMLA eligibility determination, UKG gives you the tools you need to manage and comply with FMLA regulations.

Grow with control

Purpose-built with your needs in mind, the UKG solution can grow with you as your organization grows. Working with both tribal government and large gaming operations, the solution scales to meet your requirements. UKG delivers end-to-end employee lifecycle management that embraces the entire workforce.

With one unified human capital management platform, you get a single employee record from which all applications in the suite pull information. Data is updated in real time, so you're making decisions based on accurate information versus legacy-latent data that can easily lead to the wrong conclusions. Plus, our single user interface minimizes user training and boosts efficiency.

The Bureau of Labor Statistics reports an **expected 10% increase in the need for gaming service workers from 2019 to 2029**, while all other occupations are expected to grow by just 4% during this period.[1]

[1] *The Gaming Industry — Current Employment Trends and Insights* (November 12, 2020), found at https://redeapp.com/2020/11/09/the-gaming-industry-current-employment-trends-and-insights/.

About UKG

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 12,000 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 **ukg.com**.

Put UKG for Tribal Gaming to work for you:
+1 800 225 1561 | ukg.com/gaming

Connect with us online @UKG.com

Our purpose is people