



UKG for Convenience Stores

# Realize the Potential of Your People for a Strong Competitive Advantage



# The Convenience Store Industry Challenge

When razor-thin margins won't allow you to compete on gas prices alone, driving in-store business with unique offerings and superior customer service is the only way to grab your piece of the market share.





Turnover among  
convenience store  
associates is

118%.<sup>1</sup>

Hiring engaged and productive employees — who deliver exceptional customer service, maintain a clean store environment, and ensure products are fresh and available is what will drive repeat business. But you've likely experienced the challenges. Increasing labor costs. High industry turnover rates. Disengaged employees affecting customer service. The ongoing effort to comply with changing labor regulations.

While managers at all levels need to focus on making sure that the right staff is in place to meet customer expectations and win customer loyalty, there are other issues competing for their time and attention. Responsibilities like controlling labor costs, creating effective schedules, handling payroll paperwork, and ensuring compliance with meal and break regulations and wage and hour laws all take away from focusing on what's most important — your customers.

UKG for Convenience Stores offers a comprehensive workforce solution that can help you attract and retain best-fit employees and effectively manage the critical business issues you face daily. UKG™ solutions help you identify opportunities for cost savings, deepen employee engagement and productivity gains, and minimize compliance risk so you can deliver an experience that keeps customers coming back — and boosts your bottom line.

<sup>1</sup> Melissa Kress, *How C-Stores Can Stem Turnover in Today's Tight Labor Market*, Convenience Store News (May 28, 2019), found at <https://csnews.com/how-c-stores-can-stem-turnover-todays-tight-labor-market>.

# Delivering a Comprehensive Solution

UKG for Convenience Stores delivers innovative solutions that help you address workforce management challenges and deliver a quality customer experience that drives loyalty and better business outcomes.



## Better control your labor costs

Since employee labor is your largest controllable expense, better managing your staff can significantly reduce costs for bottom-line impact.

UKG forecasting and scheduling tools consider historical data on customer traffic so you can create schedules optimized for demand, keeping service levels high and labor costs in line. With automated time and attendance processes, UKG helps eliminate payroll errors and reduce overtime rates by automatically alerting managers when employees are approaching overtime thresholds.



## Hire and retain a quality workforce

Finding dedicated, hardworking employees who understand the importance of delivering exceptional customer service in an industry with skyrocketing employee turnover is yet another challenge. Over the past five years, employee turnover in the c-store industry increased 17.6%.<sup>2</sup> Turnover in nonmanagerial positions for the bottom three quartiles of convenience stores was trending above 100% in 2019.<sup>3</sup>

Hiring the right people is the first step toward reducing turnover. UKG solutions help you recruit, hire, and onboard best-fit employees for your business. At the same time, the solutions enable you to deliver better, more connected work experiences that make employees want to stick around for the long term.

Labor costs were the biggest driver of direct store operating expenses in 2019.<sup>4</sup>



<sup>2</sup> CSP, NACS State of the Industry Summit, Special Issue 2020, at 16, found at <https://www.qgdigitalpublishing.com/publication/?m=20858&i=660693&p=1>.

<sup>3</sup> Ibid.

<sup>4</sup> Ibid.



## Increase employee engagement and productivity

Research indicates that employees who feel empowered and have a sense of ownership in their jobs are far more engaged than those who don't. Engaged employees tend to have fewer absences and are better able to provide the kind of high-quality service that differentiates you from your competitors and drives customer loyalty.

UKG self-service and mobile tools enable employees to quickly and easily view their schedules, request time off, and swap and pick up shifts. When your staff feels their preferences are being acknowledged and they're being treated fairly, job satisfaction and engagement improve. This can lead to increased productivity and lowered absence and turnover rates, bettering your business across the board.



## Minimize compliance risk

On top of existing c-store industry challenges, you also need to stay in compliance with today's new, complicated, and evolving labor laws, government regulations, and union rules. UKG for Convenience Stores helps you minimize compliance risk and avoid penalties with automatically enforced adherence to federal, state, and local labor laws — including FLSA, ACA, and FMLA. It also gives you the ability to track employee hours and confirm attestation to meal and rest breaks, taking the stress out of compliance.

"With UKG, we've empowered our managers by giving them the tools to better manage their workforce. Store managers now have all schedule information in one place, and area managers have better visibility."

— Wayne Overla, HR Information Systems Manager  
Blarney Castle Oil Co.

# Managing Your Entire Workforce

UKG workforce solutions are designed for everyone in your organization — from cashiers and sales associates who interact directly with customers to store and district managers overseeing the business side of operations.

## Cashiers and sales associates

Open channels of communication foster productive employee-manager relationships and strengthen employee retention. With UKG self-service and mobile tools, communication is easy. Employees can check their schedules, hours worked, and accrual balances, and request time off as needed. Managers can use forecasting tools to create schedules that enable great customer service while honoring employee preferences.

## Store managers and assistant managers

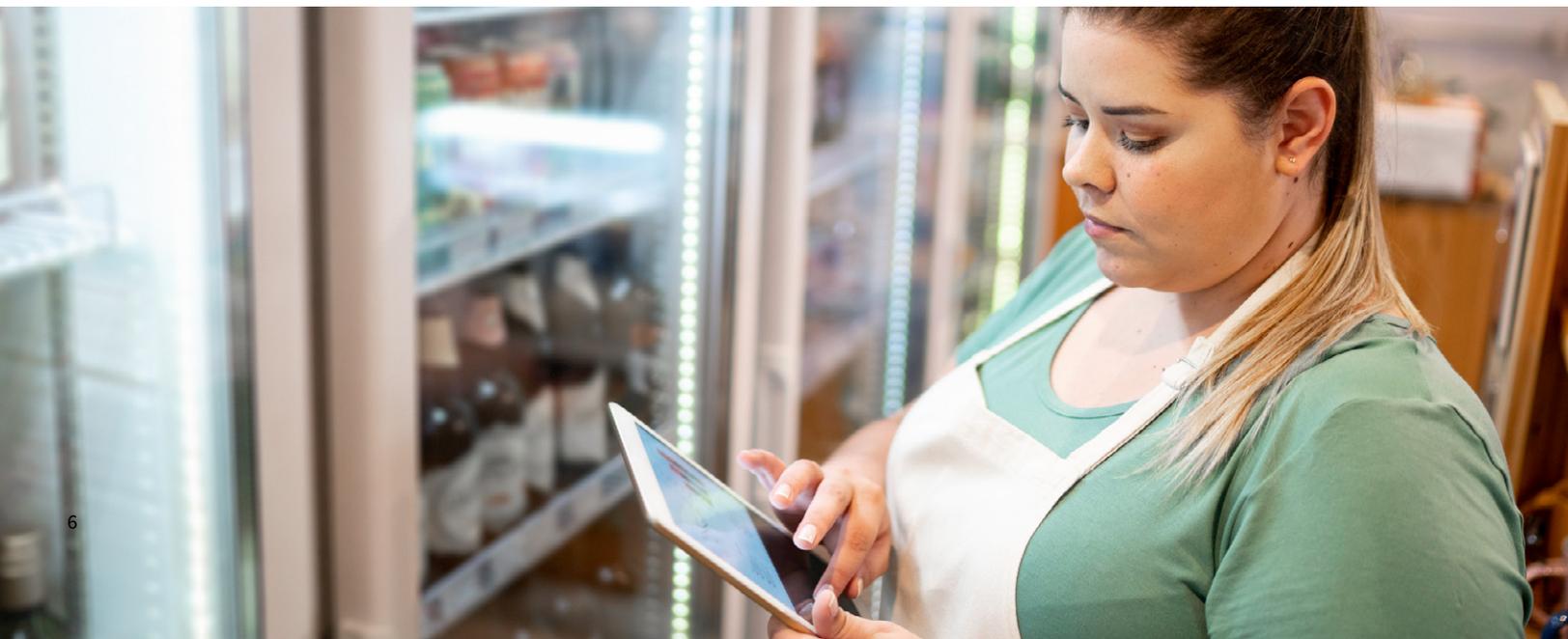
UKG for Convenience Stores gives managers the centralized data and tools to recruit and onboard staff, track time, and comply with regulations with control and efficiency across their entire workforce. Visibility into employee absence trends can help managers maintain productivity and control costs. Plus, with an automated system, managers can spend less time mired in paperwork and more time interacting with their customers to create a positive shopping experience.

## HR and payroll administrators

Using UKG solutions, HR staff are well equipped to attract and retain best-fit employees. In addition, compliance tools — supported by reporting and auditing functionality — help proactively manage federal, state, and local labor laws, including FLSA, FMLA, wage and hour laws, minimum wage and tipping rules, and more. Automated processes also help payroll staff deliver perfect paychecks every pay period.

## District managers

In order to see the big picture clearly, district managers need real-time visibility into every store within their district. UKG offers robust reporting and analytics tools that can track each store's performance against budget and spotlight opportunities for cost savings and productivity gains. With an in-depth view of the entire workforce at their fingertips, district managers receive actionable insight into performance and the information needed to create effective performance reviews.



### 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 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 [ukg.com](https://www.ukg.com).

Put UKG for Convenience Stores to work for you:  
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