Retail & Hospitality Solutions Guide

ONEHCM
HUMAN CONNECTION MANAGEMENT

Solving Critical Workforce Issues Facing Retail and Hospitality

Control Labor Costs

With razor-thin profit margins and increasing competition, you need to make every dollar count. And since your workforce represents your largest controllable expense, it makes sense to focus on ways to engage, retain, and better manage your staff.

Our automated HCM solution can help you eliminate paper processes; gain real-time visibility into your workforce across all regions and locations; and provide better, more predictable schedules to help ensure the right person is in the right place at the right time.

Increase Employee Engagement and Productivity

When employees aren't engaged, it's a sign they're not happy and also not being productive. And that means they're not engaging patrons to deliver the quality experience your guests expect.

Our HCM solution for Retail/Hospitality provides the self-service tools that help your staff stay engaged, happy, and productive. Mobile capabilities allow employees to view schedules, manage tasks, access and approve timecards, and engage in a simple, efficient, and modern way that works for them and for your managers. With less time spent on such tasks, the more time spent on value-added activities that increase sales and guest satisfaction.

Enhance Guest Experience

From the moment your guests walk into your establishment to the moment they leave, they expect an exceptional level of service. And the better your staff is able to engage and provide that anticipated high level of service, the happier your guests will be — and the more likely they'll return!

Our HCM solution for Retail/Hospitality provides the workforce solutions you need to help ensure your staff is optimally scheduled, productive, and fully engaged to meet the needs of your business and your employees. Because when your workforce is being managed in the most efficient way, it allows you to focus on what's most important — your guests.

Minimize Compliance Risk

The spotlight on compliance risk in the food service industry has never shone more brightly than it has in recent years. With legal cases on the rise and proposed changes to the minimum wage varying from state to state — and even city to city — you need the right workforce tools to help ensure you're protecting your employees and your business.

With our single, integrated HCM solution, you'll have access to real-time, accurate employee data that helps you take a proactive approach to compliance with the Fair Labor Standards Act (FLSA), wage and hour laws, minimum wage and tipping rules, and more. You can also import hours and earnings information from unlimited POS systems.

A Complete Solution for Your Retail/Hospitality Business

Whether you're in food service, hotel or retail, the way to compete for consumer dollars is to provide outstanding customer service — to attract new customers and keep them coming back. Our human capital management (HCM) suite for Retail/ Hospitality helps you retain a service-oriented staff dedicated to delivering excellent guest service.

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 info such as accrued pay, hours worked, time off, absences, and more.

Advanced scheduling tools

help eliminate manual paperwork and allow you to create predictable schedules optimized for demand and based on preferred times for employees.

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, joint employer standards, and any others that come your way.

HR and payroll tools

source, track, evaluate, and manage top talent to increase employee retention and engagement and deliver the perfect paycheck — every time.