

Labor Standards Alignment Helps Food Retailer Accurately Staff to Volume for Premium Customer Experience

▶ CHALLENGE

To stay competitive, this well-known retail dining establishment had regularly updated its equipment, introduced different products, and instituted new customer service elements into everyday transactions across locations. Scheduling for each location, however, was still being based on an outdated labor model that did not take into account new processes and procedures resulting from these changes. Basing projected staffing needs on outdated operational data was leading to inaccurate staffing levels, negatively impacting day-to-day operations and the ability to provide a consistently positive customer experience.

▶ SOLUTION

Labor Standards Development

Workforce Insight was engaged for this project, bringing a team of seasoned retail operations specialists who worked closely with client resources at all levels to re-align labor standards to accurately reflect the present-day environment at the store level. In order to accomplish this, the Workforce Insight team:

- Conducted working sessions to help identify tasks and related drivers impacted by recent operational changes and pinpoint high priority areas for analysis
- Observed and analyzed the current operational environment and performed time studies across a representative sample of stores
- Used data collected at store level as the basis for creating revisions to current labor standards where possible, and developing new labor standards where needed to align with present-day operations
- Leveraged new labor standards data to perform a deep-dive forecasting accuracy assessment, and evaluated the impact to labor in conjunction with volume and business projections to develop revised volume forecasting method
- Developed and delivered a future state roadmap of recommended actions based on industry best practices and the client's specific business needs, supported by roadmap implementation planning sessions to document strategy for achieving future state goals

CLIENT PROFILE

International Quick-service Dining/Specialty Food Retailer



Stores: 1,000+



Employees: 4,300