LEGION®

Workforce Management Checklist for Retailers: Empower Your Team and Boost Efficiency

In today's fast-paced retail environment, meeting the expectations of hourly employees—especially younger workers—has never been more essential.

Is Your WFM System Meeting These Expectations? Use this checklist to evaluate whether your current solution offers the intelligent, automated, and employee-centric features needed to retain top talent and maximize operational efficiency.

Top 5 Scheduling Essentials for Retailers

Ability to Support Schedule Flexibility

☐ **What to Look For:** Employees can define when, how much, and where they want to work and update their preferences anytime. They can also swap shifts and submit time-off requests independently.

☐ **Impact Without It:** Higher manager workload, scheduling conflicts, and reduced employee satisfaction.

Overtime Prevention

☐ **What to Look For:** Overtime tracking with alerts to avoid unnecessary overtime and manage labor costs.

☐ **Impact Without It:** Unplanned overtime expenses impacting budget and profitability.

Employee Self-Service for Shift Swaps and Availability

☐ **What to Look For:** Employee-accessible tools for shift swaps, availability updates, and time-off requests, reducing manager involvement.

☐ **Impact Without It:** Increased administrative burden on managers, scheduling conflicts, and lower employee satisfaction due to lack of schedule flexibility.

Compliance-Aware Scheduling

☐ **What to Look For:** Automated adherence to labor laws (e.g., break requirements, minor restrictions), with alerts for compliance risks.

☐ **Impact Without It:** Risk of legal fines and non-compliance penalties.

Generative-AI Assistants

☐ **What to Look For:** AI-generated assistants that provide a conversational interface to provide insights, recommend actions, and make schedule changes.

☐ **Impact Without It:** Time spent off the floor with employees and customers and in the back room managing changes

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96% Of the time, employee preferences and business needs are intelligently matched

50% Reduction in scheduling time

10% Compliance violation reduction

★★★★★

4.8 App Store rating drives adoption and engagement with employees

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"Now our employees can swap shifts, take open shifts, and put in their availability all from their mobile phone. They just have a better experience with their schedule and have a more predictive schedule as well."

Director of Workforce Planning, Retail

<u>Ready for a Demo?</u> Legion Automated Scheduling takes care of labor operations so managers can focus on managing the business, increasing sales, and creating a culture that retains employees. Legion's cutting-edge artificial intelligence (AI) generates personalized schedules providing gig-like flexibility instantly while matching business needs with employee skills and preferences.

Request a Demo