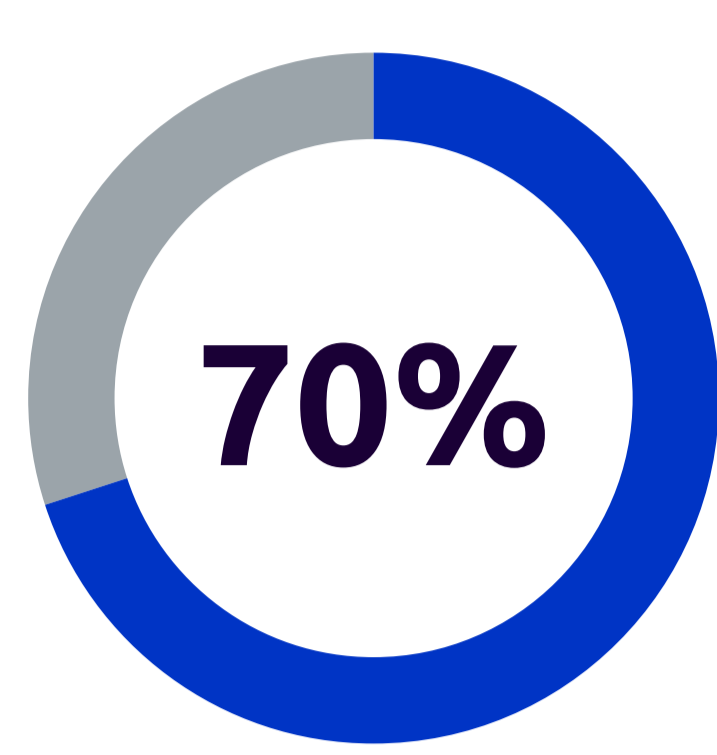


Does Your Employee Experience Inspire Loyalty?

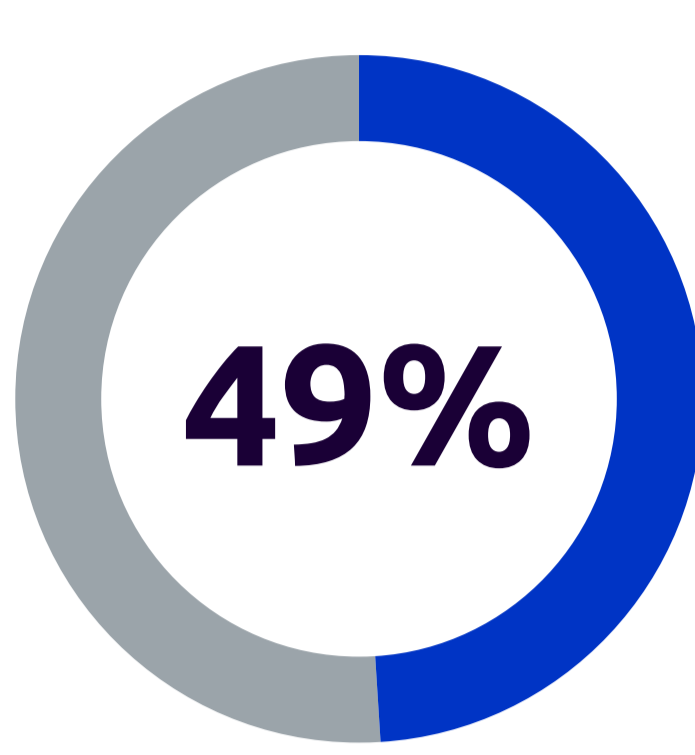


This is a challenging time for the retail industry. Labor costs have grown with competition for labor and rising inflation. At the same time, employee loyalty has fallen, driving up turnover. Read on to see how employees feel about their jobs and what they really want.

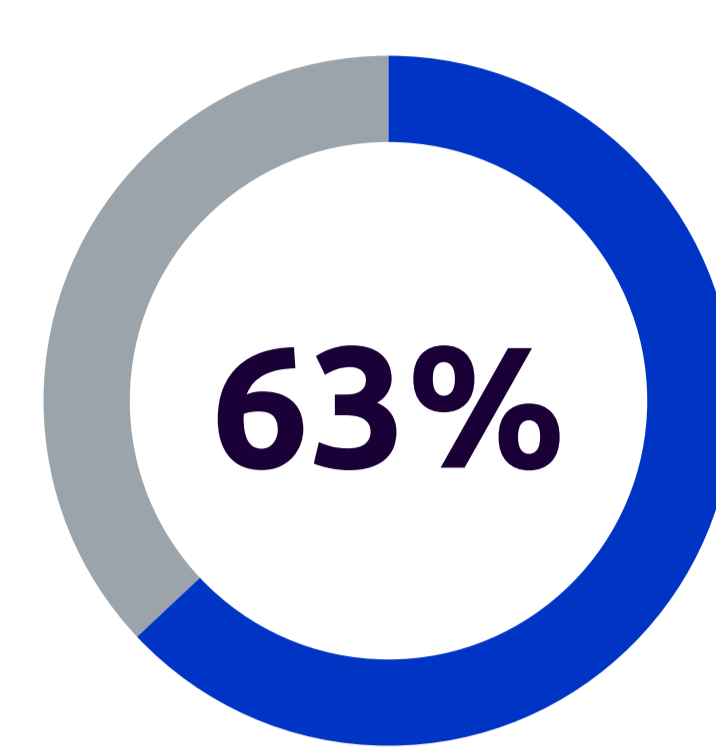
Retail employees are feeling dissatisfied



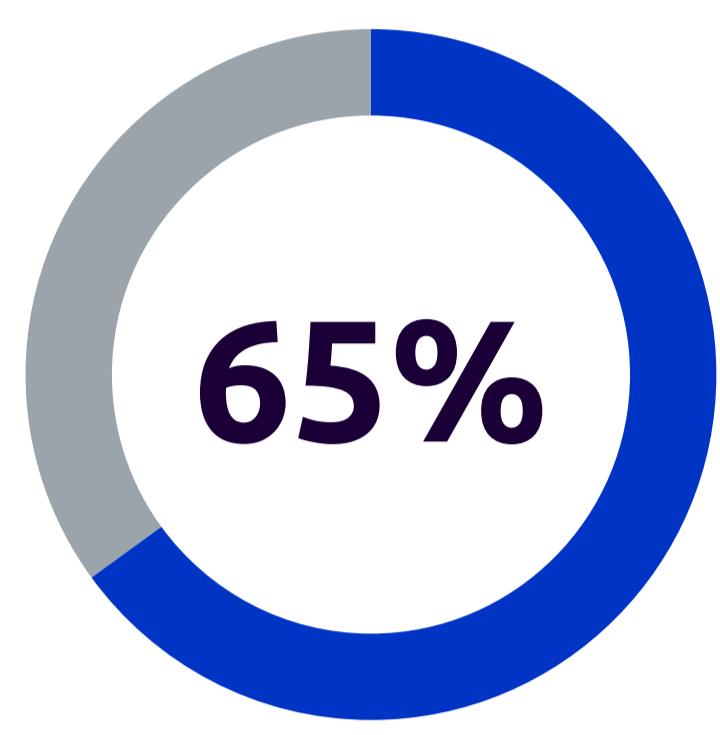
The quit rate in U.S. retail has outpaced the economy-wide quit rate¹



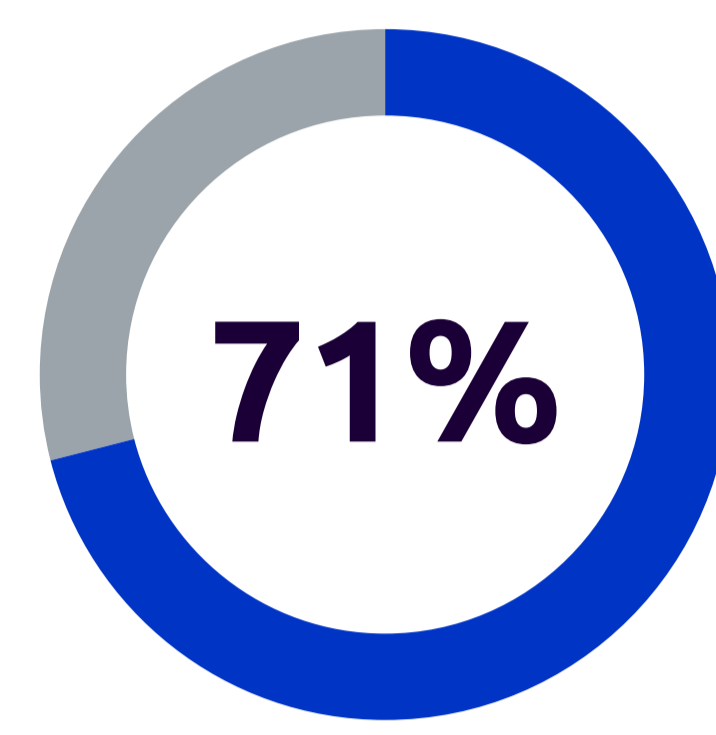
Store staff who do not feel loyal to their employer²



Frontline managers thinking of quitting in the near future³



Frontline staff that say the brand headquarters often changes priorities and institutes new tasks in daily routines⁴



Associates who say they embrace digital change at their store⁵



Broadly speaking, two tech streams have taken hold in bricks and mortar: **tech to improve workforce collaboration and operational efficiencies**, and **tech to directly serve consumers and help frontline staff deliver exceptional customer experience (CX)** – although often the two feed into one another.

– Retail Week & Logile “Talking Shop” report⁶

What makes a great employee experience?⁷



Facing rising wages and staffing pressure, Northgate Gonzalez Market optimized labor management with Logile solutions, reducing overall labor costs and increasing scheduling flexibility. As a result, the company experienced:



Logile solutions improve the employee experience

Become an employer of choice by welcoming new technology that optimizes scheduling, supports flexible options like gig shifts, and provides employee self-service for time off, availability changes, shift-bidding, schedule visibility and more. Give your employees the tools to improve their experience that will drive customer experience excellence.

Get the full Talking Shop 2023 report for more store staff insights.
<https://www.logile.com/whitepapers/talking-shop/>

^{1,3,7} McKinsey & Company, “How retailers can attract and retain frontline talent amid the Great Attrition,” David Fuller, 2022. <https://www.mckinsey.com/industries/retail/our-insights/how-retailers-can-attract-and-retain-frontline-talent-amid-the-great-attrition>

^{2,4,5,6} Retail Week and Logile, “Talking Shop: What 530 store staff really think of your strategy,” 2023. <https://www.logile.com/whitepapers/talking-shop/>