



UNLEASHING THE
POTENTIAL OF
YOUR WORKFORCE

WorkJam for Grocery Stores

Drive customer experience and reduce costs with the WorkJam Digital Workplace



Ensure efficiency across the distribution and in-store workforce, build highly loyal and engaged employees, and offer an exceptional customer experience.

The grocery landscape is shifting. With the rise of online shopping and in-store pick-up, grocery stores are forced to change the way they hire and train their employees. With competition on the rise, customers are looking for extraordinary shopping experiences, while employees want to work in engaging environments.

Corporate lacks quick and direct communication channels to frontline workers to disseminate time-sensitive information. District managers require solutions that support multi-branding and localized union requirements. Departmental leads and store managers need to ensure they have enough employees to cover available shifts and oversee hundreds of tasks each day. Across the entire spectrum, efficiency is a key requirement, with compressing profit margins on the rise.

Frontline employee expectations are changing, too: With a desire to control their work-life balance, employees want to be able to easily trade and pick up shifts. Plus, employees want to be part of a culture and community, not a

departmental silo. How can grocery stores increase their in-store and digital basket size when current communication, training, and scheduling methods are tedious and ineffective?

INTRODUCING THE WORKJAM DIGITAL WORKPLACE

The WorkJam Digital Workplace is designed to help grocery stores reach peak efficiency in all of their day-to-day processes. Through agile scheduling, transformative communication, experiential learning, and tailored recognition, ***WorkJam*** boosts productivity for all levels of staff, from corporate to frontline workers - and everyone in between.

Creating a level playing field for grocery stores competing with e-commerce giants, ***WorkJam*** ensures all corporate and store-level processes are efficient, time-sensitive, and highly targeted. We enable grocery stores to optimize their labor force in order to combat shrinking profit margins and shifting customer expectations.

WITH WORKJAM IN THE PALM OF THEIR HANDS, EVERY GROCERY STORE EMPLOYEE IS MORE PRODUCTIVE

ENABLE EMPLOYEES TO ACHIEVE FINANCIAL FREEDOM

Give employees more control over their schedule: Empower employees with a scheduling solution that gives them the

Improve customer experience with highly trained frontline staff:

Upskill team members through targeted training opportunities and employee surveys. When employees have up-to-date departmental and corporate training, they are better poised to serve customers, build loyalty, and create a memorable shopping experience.

Create an exceptional store by efficiently managing employee tasks:

Entice customers to keep coming back, in-store or for online pickups, by ensuring frontline staff complete their duties to meet corporate standards. Provide detailed instructions with documents, videos, and other digital assets to better implement store-level campaigns, ensure center store aisles are stocked properly, and meet cleanliness guidelines.

PROVIDE DEPARTMENT AND STORE MANAGERS WITH MORE RESOURCES

Meet localized union requirements:

Tailor scheduling functionality to comply with local union guidelines by offering shifts according to employee seniority. When health and safety training is concerned, ensure unionized employees participate in store training with digital documents, videos, and multi-format quizzes. Offer rewards and recognition for completion to keep up employee morale.

Offer highly targeted multi-branded training:

Segment corporate training by controlling the distribution of materials to specific franchises or brands within your district. Enable employees to feel a sense of community by empowering them with the ability



ability to balance their work-life requirements. With the **Open Shift Marketplace**, employees can easily trade and pick up shifts within their home store, other stores, or other departments - without having to involve managers to fill shifts at the last minute.

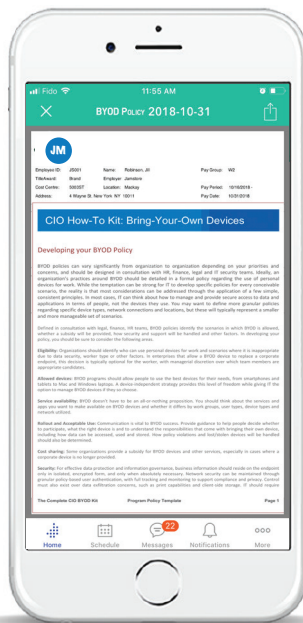
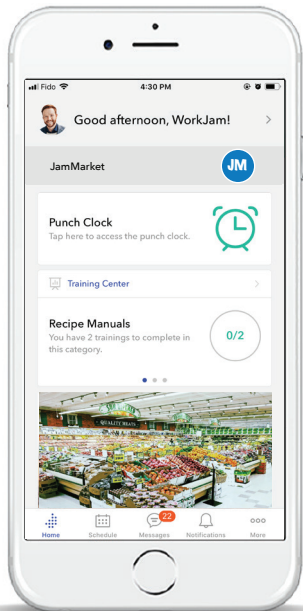
Provide career advancement opportunities:

Make it easy for employees to cross-train on multiple departments so they can expand their horizons - and their opportunities. Go beyond the LMS to offer digital training, videos, and multi-format quizzes segmented by targeted audience. Create training packages within your compliance, district, and brand parameters.

PROVIDE DEPARTMENT AND STORE MANAGERS WITH MORE RESOURCES

Lower attrition, absenteeism, and turnover while saving time scheduling:

Forget the days of scrambling to fill last-minute shifts in the store and distribution center. With the **Open Shift Marketplace**, employees can manage their own schedules across departments and stores, giving managers more time to focus on nurturing customers.





to work at other stores in the region through comprehensive training and multi-store communication.

GIVE CORPORATE A DIRECT LINE TO EVERY EMPLOYEE

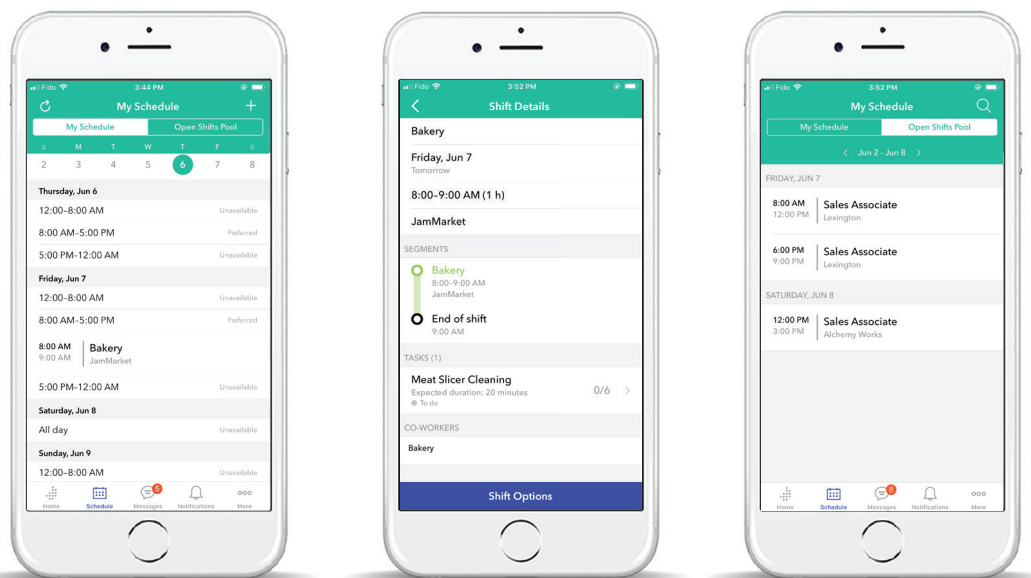
Make communication fast and effective: Enable corporate to reach every employee with time-sensitive information such as product recalls. Unlock the productivity and customer service benefits that happen when all staff have unified knowledge. Segment vital communication based on geo-location, employee role, franchise, or more, to ensure the right information reaches the right employees on time.

Build a culture of knowledge: Create an exceptional customer experience by enabling all employees to receive corporate, safety, and product training. Boost efficiency by curating product content on segmented communication channels. Offer

employees rewards and badges for completing new departmental training so they can offer tailored customer service in every area of the store.

Balance shrinking profit margins with highly efficient processes: Ensure you meet your profitability goals despite shifting customer trends by optimizing every process, from store-level through corporate. Enable employees to save time with communication, training, scheduling, and task management, so they can focus more on interacting with and engaging customers in store.

With **WorkJam** in the palm of their hands, grocery store employees at all levels can work towards offering a memorable in-store and digital shopping experience that builds brand loyalty while increasing shopping basket size.



Schedule a demo of **WorkJam** today and see how we help you unleash the potential of your workforce
workjam.com/request-a-demo