

How to Navigate the U.S. Labor Shortage

Employees are Burnt Out

- Monitor workloads and scheduling—who is overworked? Who could do more?
- Create new realistic goals for employees
- Welcome employee feedback—employees that are heard feel more valuable ¹.
- Offer work from home flexibility (if applicable)

Make the following resources available:

- Workplace wellness programs
- Encourage management training

Did you know: 58% of workers say they'd stay at a job with a lower salary if that meant working for a great boss.²

- Personal time off—encourage using it!

Customer Satisfaction is Dangerously Low

- Offer customers the option to leave feedback on their experience

New survey results show: If a company's customer service is excellent, 78% of consumers will do business with a company again even after a mistake.³

- Reply to customer feedback—even if it's bad
- Provide multichannel support to customers

Examples:

- » Are your customer service phones always busy? Set up a live chat feature online
- » Don't have time to call customers when orders are ready? Set up automated text message

Revenue & Sales are Down

- Drive more clearance sales and discounts to push out old inventory and increase purchases
- Re-evaluate your inventory—is there anything you can live without?
- Promote your business and sales on social media—no cuts on this advertising budget—it's free!

Kitchen, Storage and Front of House Areas are Less Clean

- Provide a cleaning checklist for employees so the job gets done

Did you know: The average employee spends 1.5 hours a day (6 weeks per year) looking for things.⁴

- Re-organize your space to reduce clutter—less time employees spend looking for things leaves more time to attend to customers

Less Assortment of Products

- Find substitution items on out-of-stock products

Helpful hint: start by finding substitutions for your ten best-selling products. Chances are, these are the items customers will ask about first.

- Share coupons or discount codes for discouraged customers to use on their next visit. This buys you time to replenish

1. World Health Organization. [WHO Health Workplace](#)

2. Michigan State University. 12 Ways Managers Can Reduce Employee Stress and Burnout

3. Hubspot. 40 Customer Service Stats to Know in 2021

4. A Clear Path. [Productivity Stats](#).

5. OSHA. [Long Work Hours, Extended or Irregular Shifts, and Worker Fatigue](#)