RETAIL OPERATIONS SELF-CHECK · MMM TRAINING

The Schedule And The Register Disagree

90 SECONDS

For retail owners and store managers. Tick what's already true.

If your schedule doesn't move with your traffic, you're paying for the difference.

TICK ONLY WHAT IS TRUE TODAY — NOT WHAT YOU INTEND TO FIX

- ☐ **Staffing levels are built from traffic and sales by hour.**
  If not: you're covering slow hours at full cost and busy hours short-handed.
- ☐ **I can see labor as a percentage of sales during the week.**
  If not: you find out whether the week worked after there's nothing left to change.
- ☐ **Shift swaps go through an approval that checks overtime.**
  If not: two employees can quietly create overtime nobody authorised.
- ☐ **Every associate handles a return or complaint the same way.**
  If not: customers learn who to ask, and your margin pays for the inconsistency.
- ☐ **Opening and closing checklists exist and get used.**
  If not: what gets missed depends on who's on, and you find out at the worst moment.
- ☐ **New associates are floor-ready in a predictable number of shifts.**
  If not: you're paying full rate for partial capability for an unknown stretch.

Now count the boxes you left empty.

Retail labor is the fastest cost to fix and the easiest to leave alone, because the schedule always technically worked.

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0–1 blank
You have visibility
You can see your labor. Most owners at your size cannot.

2–3 blanks
You're paying for guesses
Some of this is recoverable within a quarter, without cutting a single person.

4–6 blanks
Your largest cost is unmanaged
Labor is usually the biggest controllable number in the business. This one is running itself.

WHAT THIS USUALLY COSTS

One over-covered hour a day is 365 a year.

At full rate, in a business where margin is already thin. The People Operations Review reconciles your schedule against demand and puts a number on the gap.

People Operations Review
From $1,500
Book at mmmtraining.org

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