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Dealing with Retail Employee Issues— Today's POS Systems Have the Answers



MINNEAPOLIS, MINN., U.S., July 1, 2019 **LPA Retail Systems** President Tim Lano has 44 years of experience selling to retail businesses and runs one of the recognized leaders in omni-channel POS technology solutions. This gives him a unique perspective on dealing with retail employee issues and how to resolve them with today's leading-edge POS systems.

“Some of the most difficult issues that retailers face today involve employees; hiring the best, monitoring performance and motivating them,” Lano said. “While these have been headaches for just about as long as the retail sector has existed, new POS systems are able to lift that burden from owners and managers.”

Some human resources-friendly features of today's POS systems include:

- **Hiring:** Post to top job boards and easily manage applicants all in one place.
- **Talent Management:** Smartly manage candidates--recruiting, training, performance, compensation, career development and succession. Intuitive business intelligence tools identify potential in order to clearly and accurately drive HR strategies.
- **Performance Management:** Keep a record of how employees are doing. Identify top team members as well as those that require extra training. Automate the performance evaluation process, tie compensation to employee performance, monitor campaign progress and manage performance ratings.
- **Manage Sales Incentives:** Reinforce a pay-for-performance culture by leveraging performance goals that align to pay, incentives and other compensation measures.
- **Team Communication:** Communicate with the whole team instantly. Without texts or email.
- **Individual Employee Communication:** Send private messages and provide key updates with the option to require confirmation once read.
- **Tasking:** Give employees visibility into their daily jobs and responsibilities.
- **Create and Modify Schedules:** Base schedules on forecasted activity. View shifts, hours, and wages. Build and send a schedule in minutes and manage changes easily.
- **Time Clock and Attendance:** Geo-location verification allows employees to clock in and out from their smartphones.
- **Shift Swapping:** If an employee can't make their shift, it can be opened up to everyone in the team or a select group. Employees can claim open shifts on a first-come, first-served basis. No more time-consuming phone calls.

While LPA Retail's POS systems include a suite of tools to accomplish the above, the company is well-positioned to suggest and customize additional reports that are tailored to the specific needs of each client. Lano urges retailers to take full advantage of the advancements in today's POS systems and then put the well-being of employees over almost everything. “Many organizations say that the customer comes first, but I firmly believe that employees come first. If employees are happy, engaged and feel valued a great customer experience will naturally follow,” he said.

Headquartered in Greater Minneapolis, LPA Retail Systems Inc. is a recognized leader in omni-channel retail technology that includes POS software, hardware and related services. They are a complete solution provider for multiple sectors including gift shops, corporate stores, liquor, lawn and garden, specialty foods, apparel, and sporting goods. LPA Retail enables clients to leverage the Web and POS —reducing labor costs, better managing inventory and increasing sales. The company's ability to customize POS software and link to ecommerce insures a solution that is tailored to each client's business. A premier NCR partner since 1993, LPA Retail Systems works with multiple POS hardware and software providers. Long-term clients include a full portfolio of independent retailers and Fortune 500 companies. Email sales@lparetail.com or call 952-814-4800/877-846-5266 toll-free. For media inquiries, contact Jeanna Van Rensselaar at Smart PR Communications; jeanna@smartprcommunications.com 630-363-8081.