



UKG for Casino Resorts

Optimise your
workforce to
deliver exceptional
customer experiences



The casino resort industry challenge

In a complex operational environment with multiple businesses under one roof, having the right people with the right skill sets in place at the right time is key to delivering the flawless experience your customers have come to expect.





Hiring highly skilled, productive, and engaged employees who can deliver an exciting and immersive casino experience creates customer loyalty and drives repeat business. There are various challenges that can get in the way: increased disruption from online gaming, employee turnover rates nearing 73 percent¹, complex labour scheduling that must keep pace with demand, and disengaged employees delivering substandard service.

Managers at all levels have to balance the demands of the elaborate operating system that running a casino resort requires, with staff in place across all departments — hotel, retail stores, dining areas, and casino floors — while other concerns compete for their time and attention. Responsibilities like attracting and retaining top talent, keeping labour costs down while maintaining productivity, ensuring tips and tokens are equitably dispersed, and complying with new and evolving labour laws and industry regulations all lie in the hands of your managerial staff.

At UKG™ (Ultimate Kronos Group), our purpose is people™. UKG for Casino Resorts offers a comprehensive workforce solution that can help you engage and retain an optimal workforce and effectively manage the critical business issues you face daily. UKG solutions allow you to find opportunities for cost savings and productivity gains, and create schedules based on customer demand and employee preferences and skills. At the same time, UKG for Casino Resorts helps you engage your workforce and minimise compliance risk for better business outcomes, so you can focus on delivering an extraordinary customer experience.

¹ National Restaurant Association, *Hospitality Employee Turnover Rate Edged Higher in 2016* (March 2017), found at <http://www.restaurant.org/News-Research/News/Hospitality-employee-turnover-rate-edged-higher-in>.

Delivering a comprehensive solution

UKG for Casino Resorts gives you the tools to better manage your workforce so you can deliver the kind of sought-after customer experience that drives your bottom line.



Manage complex labour scheduling

With employees in retail, hospitality, food and beverage, and casino floor businesses, casino resorts have unique and complicated scheduling requirements. UKG Virtual Roster®, designed specifically for the casino resort industry, ensures that the right person with the right skill is in the right place at the right time. Virtual Roster lets you create accurate, cost-effective schedules that factor in employee preferences, skills, and roadmap relationships, while ensuring there are no work-rule violations or interpersonal conflicts.



Increase employee engagement and customer satisfaction

Highly skilled employees who can perform flawlessly are the key to providing a superior customer experience. Research shows that engaged employees are happier, more productive, and more inclined to interact with customers in a positive way. With a staggeringly high industry turnover rate, attracting and retaining the right people — and keeping them engaged — can be one of your biggest challenges.

UKG solutions are designed to reduce employee turnover by helping you recruit, hire, and retain best-fit candidates who learn faster, perform better, and stick around for the long term. UKG self-service and mobile tools give employees the ability to quickly and easily view their schedules, request time off, and swap and pick up shifts. When your staff feels their preferences are taken into consideration, retention increases and engagement improves — which can lead to increased productivity and better customer service.





Better control labour costs

Your workforce is your most valuable asset and largest controllable expense, so effectively managing your staff makes good financial sense. With automated time and attendance processes, UKG helps eliminate payroll errors and reduce overtime rates by automatically alerting managers when employees are approaching overtime thresholds. Plus, advanced forecasting and scheduling tools consider historical data on customer traffic so you can create schedules that are optimised for demand. This allows you to keep service levels high and labour costs in line, improving profitability.



Minimise compliance risk

UKG helps you minimise compliance risk and avoid penalties with a centralised solution that automatically enforces adherence to corporate policies, government and industry regulations. UKG for Casino Resorts is built to help you meet Compliance Agreement requirements.

You also need to be certain that your dealers have current gaming licenses and required certifications to prevent Gaming Control Board fines. UKG tracks employee certifications and scheduling, and sends alerts when certifications are about to expire.

“UKG helps us deliver the finest guest services standards and stay one step ahead of our competition through better hiring and retention, sophisticated business insight, and putting the right person in the right place to do the best job possible.”

— Noka Graff, HR Manager, Shooting Star Casino

Managing your entire workforce

UKG workforce solutions are designed for everyone in your organisation, from housekeepers, servers, bartenders, and table dealers who interact directly with customers to HR and payroll administrators and managers of all kinds who oversee the business side of operations.

Hourly and salaried workers

Your employees are expected to deliver the kind of high-quality service that can differentiate your resort from its competitors — and keep customers coming back. To do this, they need to feel satisfied and engaged with their work. With UKG self-service and mobile tools, they can check their schedules, hours worked, and accrual balances, and request time off as needed. This level of freedom and flexibility goes a long way toward improving job satisfaction and increasing employee retention.

Business analysts

UKG for Casino Resorts gives analysts the centralised data and tools to influence operations in a complicated environment with control and accuracy. Historical and forecasted performance data can help analysts suggest shifts that align labour with business volume for all departments, optimising revenue opportunities, improving customer experience, and minimising labour costs to improve your bottom line.

HR and payroll administrators

With fully integrated HR and payroll, UKG for Casino Resorts gives administrators the ability to source, evaluate, and manage top talent, and deliver the perfect payslip. Streamlined payroll management reduces processing time with configurable checklists and instant access to reports and data.

Casino resort managers

To see the big picture clearly, casino resort managers need real-time visibility into every aspect of their complex organisation. UKG offers robust reporting and analytics tools that can track each department's or banner's performance against budget and spotlight opportunities for cost savings and productivity gains. With an in-depth view of the entire workforce at their fingertips, casino resort managers receive actionable insight into performance and the information needed to fuel their organisation's growth.



At UKG, our purpose is people. Built from a merger that created one of the largest cloud companies in the world, UKG believes organisations succeed when they focus on their people. As a leading global provider of HCM, payroll, HR service delivery, and workforce management solutions, UKG delivers award-winning Dimensions and Ready solutions to help tens of thousands of organisations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has more than 12,000 employees around the globe and is known for an inclusive workplace culture. To learn more, visit kronos.com.au

Put UKG for Casino Resorts to work for you:
1300 132 742 | kronos.com.au/casino-resorts

