

A photograph of a male server in a dark shirt and denim apron, smiling and holding a tray of food. The background shows a restaurant interior with warm lighting and other patrons. A large teal diagonal shape is overlaid on the left side of the image.

UKGTM

UKG for Hospitality and Food Service

Intelligent people operations solutions
that empower your workforce

Opportunity for the hospitality and food service sector

Hospitality and food service businesses are impacted by strong economic headwinds no less than any other sector amid concerns of recession and inflation. However, the sector has shown strong defiance to those concerns and has been growing, riding the wave of increased post-pandemic spending on leisure and travel. While consumer spending has been less favourable in other sectors, hospitality and food service businesses have seen a surge in demand because of an increase in personal travel, return to office initiatives, business offsites for remote workers, and more. These factors have created a golden opportunity for businesses in this industry to recover and make up for the revenue which was lost to restrictions during the last few years.

However, businesses need to find a sustainable competitive advantage to benefit from this wave which unfortunately is restricted by several challenges. Meeting heightened customer expectation is a primary challenge for hospitality and food service businesses. Customers now expect exceptional service and memorable interactions. To be competitive and capture the opportunity at hand, businesses must go beyond merely meeting these expectations—they need to actively delight customers. This requires personalised experiences, exceptional service, and going the extra mile to create a positive and memorable impression.

Empowered and productive staff is a necessity to deliver exceptional customer service. However, attracting and retaining talent remains a challenge. Unfortunately, the current economic situation is not helpful either. To remain competitive and profitable, businesses must increase productivity and reduce costs. Streamlining operations, optimising resource allocation, and leveraging technology can help achieve these goals. Maintaining compliance and workplace safety standards is also crucial.

To navigate these challenges successfully, hospitality and food service businesses must take a well-planned and data-driven approach. By innovating their people operations with technology, and focusing on employee empowerment, businesses can overcome challenges and thrive in this evolving landscape. Let us look at these challenges in detail and explore how technology can play a crucial role in providing the sustainable competitive advantage you need – innovative people operations.



Businesses with higher employee engagement are 22% more profitable and 21% more productive as well as suffer much less turnover.

– Gallup

Navigating the challenging landscape

Businesses in sectors that are heavily dependent on customer-facing staff, especially those in hotels, resorts, casinos, dining, food services, and other areas of hospitality need to leverage innovative solutions — from timekeeping, scheduling, and task management to HR, payroll, and analytics — to address people operations challenges and deliver a delightful guest experience that boosts business growth and drives customer loyalty.

Attract and retain a winning workforce

Hiring and retaining talent in this sector has become challenging in today's economy. Prospective employees expect more from their workplace, like increased pay, flexible scheduling, inclusion, and diversity. Before the pandemic, restaurant jobs were growing at twice the rate of the total economy, but employee turnover was at an all-time high and employee engagement was low. The hospitality sector faced an immense turnover volume with Food Service businesses facing turnovers of 103% to 150% as per a survey by Gallup. Now, in a world that has learned to manage the uncertainty that goes together with a pandemic, there are new challenges: paying well enough to have your employees come back to work and keeping them on staff despite demanding consumer expectations. These challenges can lead to unexpected labour costs, poor efficiency, and customer satisfaction challenges. With thin profit margins in play, businesses need to put their best foot forward and become an employer of choice. Enforcing work and pay rules helps ensure fairness and schedule predictability — leading to reduced absences, higher retention, and better job performance.

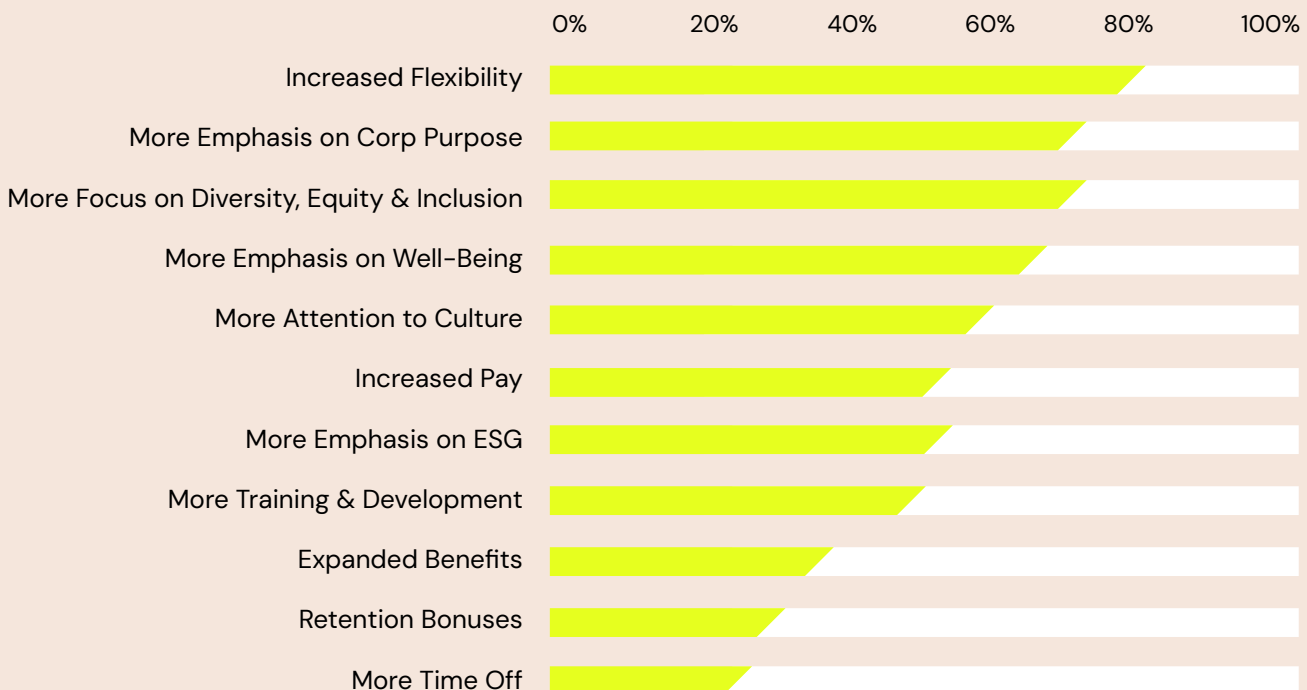


What can you do?

UKG People Operations solutions deliver tools and technology that allow you to easily hire and onboard new team members, empower them to have control over their schedules and enable you to create schedules optimised for business demand and based on preferred times for employees. This kind of win-win situation makes employees happy – and happy, engaged employees are great for business because they lead to happy customers.

- You want candidates to have an easy way to apply for a job, accept a job, and be onboarded with efficiency – taking a lot of the paperwork off the manager’s plate. Smart document generation tools accelerate recruiting and streamline onboarding with a personalised experience to attract talent, welcome employees, and bring them up to speed fast.
- Engaged colleagues are more productive and committed to the success of your business. Offering convenient mobile tools that provide on-demand digital access to necessary information, AI-powered pulse surveys, and accurate payroll, you can create a more connected, meaningful work experience that makes employees feel empowered, valued, and motivated to stick around. UKG Talk provides a unique workplace connectivity experience that enables employee communications and surveys and allows colleagues to interact on similar topics of interest, hobbies, and causes. Further, mobile-based access makes it easy and convenient to be used across the organisation irrespective of where employees are staffed – front desk, cash register, housekeeping, back office, or on-site. Not needing a corporate address for employees, UKG Talk is a perfect balance for providing official communications systems without limitations that businesses are likely to face with hourly and sometimes temporary staff.
- Several studies by UKG and market research has found an increase in the demand for more flexibility in work as one of the top areas of attracting talent with more pay. This is further evident by how CEOs have laid an increased priority on providing more flexibility as a way of attracting and retaining top talent (Fortune). UKG solutions not only leverage AI to build forecasts and schedules around employee preferences but also allow employees to digitally access these schedules and seamlessly swap, drop, and pick up extra shifts, request time off, and change location and time preferences, creating unmatched flexibility that supports both the employees and the business.

Actions CEOs have taken to attract & retain talent in the past 12 months



Source – Fortune

Optimise business operations and boost productivity

The growth of technology, the emergence of omnichannel models like third-party delivery, and the evolution of regulatory changes in the food service, dining, and hospitality sectors have pushed systems and processes beyond their limits — which means that operators lack the visibility and accountability that is needed across all aspects of business operations. At the end of the day, operators must be able to understand the data and analytics behind their workforce to make the best decisions. Now more than ever, HR and workforce management are being brought together because forecasting labour is as important as forecasting food cost/inventory/demand. Many operators still see labour as a fixed cost, but this is no longer the case. If labour isn't managed as a variable cost with a human touch, your establishment is sure to suffer. By rethinking labour schedules based on effective, real-time labour data, you can drive better-targeted labour hours to maximise sales and the customer experience, as well as increase employee engagement and retain your people longer. Labour is no longer just a number — it's a cost that must be handled with care.



UKG is amazing. We have never been able to do this. Imagine you are a manager, and you are making a schedule based on financials. You have a four-hour slot. If one person comes in and then that person needs a break, when do I bring the second person on? What about the third? How many people do I have on the floor at one time? You get confused. Now, the manager has full access to the data. We made it simpler — that's how many people you should have on each shift based on projected sales. It's super easy.



Hoa Luong
COO, Boba Tea Company



Boba Tea Company reported a 23% increase in sales after aligning scheduling and forecasting with UKG Ready.

What can you do?

- You need real-time access to data, reporting, and dashboards that make it easy to find insights into your largest controllable expense — your workforce. This level of data visibility can provide key information about performance, engagement, food sales, sales per labour hour, sales by day part, and required labour — and help ensure compliance. UKG people operations solutions can help you gain real-time visibility into your workforce for all regions and locations. By automating manual processes for hiring, onboarding, scheduling, and timekeeping, you can increase efficiencies, eliminate redundancies, and improve productivity throughout your organisation.
- AI-powered volume forecasting analyses historical volumes, seasonality, and special events — pooling data across locations and learning patterns over time — to drive strategic workforce planning and optimised scheduling that minimises costly overstaffing and unnecessary unplanned overtime costs. UKG solutions monitor time, attendance, schedules, and other data in real time for proactive overtime management and a powerful, accurate payroll engine that reduces errors.
- Empowering your managers and supervisors with technology can go a long way in boosting productivity. For example, advanced scheduling and forecasting tools eliminate the manual processes of bringing sales data from the POS system and labour together and allow you to create predictable schedules optimised for demand. By leveraging machine learning, artificial intelligence, and unlimited key performance indicators, forecasts and schedules are more accurate. Further, performance tools can enable you to see in real-time how your employees are performing, including whether they're fatigued or facing potential burnout and more. Additionally, analytics and reporting tools can provide actionable insight into performance by location to manage opportunities for cost savings and productivity gains.



Quorbit (UKG Strategic Workforce Planning) has played a vital part in helping us understand how many hours our stores need to run and assessing the impact of proposed changes. The model is a critical part of our operational systems and has been a key part of supporting our service strategy to make sure we deliver a consistent customer experience.



Chris Jacob
Operations Productivity Manager, Costa



UKG for hospitality and food service

In the hospitality and food service industry, creating an exceptional guest experience starts with empowering employees to perform at their full potential. Technology can help, and the sector is on the verge of a wave of digital disruption, particularly as it relates to its workforce. Traditionally, businesses have found themselves in a cycle where they look to technology to quickly solve an urgent need in a very siloed area of the business, find a technology vendor that can solve the problem at hand, and then move on without developing a long-term holistic strategy that considers how this new technology could — or should — be integrated with their other solutions. Often operations and people systems have been implemented in isolation which has led to a patchwork technology ecosystem where data is kept in silos — and deriving insights from that data is nearly impossible — impacting employee experience.

UKG People Operations creates a bridge between people and operations teams by providing a single point of access to the solutions used daily to drive efficiency, productivity, compliance, and employee experience. Through on-demand access to workforce management, HR service delivery and HR tools, managers and their teams can ADAPT to new challenges, ALIGN customer, business, and employee needs, and FOSTER a great place to work culture. From Smart Document Generation which accelerates the hiring process and Automated Scheduling which enhances colleague experience to UKG Talk which boosts employee engagement and Strategic Workforce Planning which gives a competitive edge, UKG People Operations offer immense technological benefits that can help the Hospitality and Food Service businesses leverage the opportunities they face to the fullest. To know more about UKG People Operations solutions contact us.

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Put UKG for hospitality to work for you.

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About UKG

UKG is the workforce intelligence platform that puts workforce understanding to work. With the world's largest collection of workforce insights, and people-first AI, our ability to reveal unseen ways to build trust, amplify productivity, and empower talent, is unmatched. It's this expertise that equips every worker to deliver experiences that set their brand apart — because great organizations know their workforce is their competitive edge.



HR, Pay, & Workforce Management

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