

# SHIFT NOTES



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## What you need to know

- 70% of a team engagement is determined [solely by the manager](#). When general managers are engaged and able to engage their teams and therefore engage their guests, they increase net sales on average by 9% and decrease hourly turnover by 17%.
- The holidays are here and retail, food service, and hospitality companies are [struggling to fill the seasonal positions](#) they so heavily rely on. To battle high turnover rates and compete with gig economy companies, giants like Amazon have been boosting entry-level pay and offering competitive benefits such as health insurance.

## In case you missed it

- Keeping your employees motivated and productive during the holiday season is tough. Here are a few things to keep in mind to help your team [stay on track!](#)
- Are your labor costs out of control? In many cases, the cost of labor is now second only to the cost of real estate. Check out our blog post below to find out what's driving your labor costs so high and [how you can decrease them](#).
- Last year, consumers spent \$13 billion on Small Business Saturday. Here are [10 ways you can prepare your business for the holiday](#) on November 30th.

## What we're reading

- Managing and financing a business can be difficult when you're overwhelmed with responsibilities. Opening a small business credit card can be a great way to streamline day-to-day expenses while enjoying added perks and rewards. Here are five benefits of

[small business credit cards](#) that can add up to increased savings and easier expense management.

- The holidays are upon us! While the holiday rush can be exciting and great for business, it can also be very stressful if you aren't prepared. Here are 10 tips on how your small business can [prepare for the holiday season](#) to ensure profitability and peace of mind.

## What we're listening to

- [Restaurant Unstoppable with Eric Cacciatore](#): Today's most successful Restaurateurs and Restaurant Professionals share tips and insights to help make your restaurant dreams unstoppable! They discuss how to lead, manage, and market a successful restaurant.
- [Total Retail Talks](#): Retail experts, influencers, and leaders provide useful information and practical advice through engaging talks and focused interviews.

## Holiday Retail Playlist on Spotify

Check out our Holiday Retail playlist on Spotify to bring the Christmas classics and the modern holiday hits to your store today!



*“Most great people  
have attained their  
greatest success just  
one step beyond their  
greatest failure.”*

**NAPOLEON HILL**



## Inspiration for the road

We'll see you next month!

## We're thankful for you

As cheesy as it sounds, it's true.  
Thanks for reading and being a  
part of this community!

We'd like to say

Thank  
you

 When I Work®