



HOME GOODS RETAILER SEASONAL STAFF SUPPORT

Case Study: Retail Audit – Home Goods Retailer

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A well-known chain of home goods retail stores focuses on home furniture as well as kitchen and dining room products. The customer wanted to ensure a pleasant shopping experience for shoppers and maintain efficient store performance throughout the seasonal busy period without sacrificing accuracy and cost.

REQUIREMENT

A home goods retailer required **seasonal retail staff support**, as the store workload was higher than the resources available to meet seasonal demands.

The home goods retailer required RGIS to provide the following:

- **Professional experienced retail merchandisers:**
 - Who are **easy to schedule** at any time
 - Are familiar with **store layout, retail workflows and training processes**
 - Can handle **various in-store responsibilities**
- **National coverage**

SOLUTION

The home goods retailer partnered with RGIS to complete the **seasonal staff support project**, and provided the following:

- Assigned **experienced RGIS teams** to specific store locations for a set period of time
- The teams were familiar with all the retail store responsibilities needed and helped **accomplish merchandising and freight processing**
- **Flexible scheduling** and rates to eliminate recruitment, training, and new hire costs
- **Accuracy and efficiency-oriented teams** who understood the stores' needs

RESULTS

The home goods retailer found by outsourcing the **seasonal staff support project** to RGIS, the following results were achieved:

- The correct amount of **RGIS team members were available to handle various needs** during the seasonal rush
- The customer was able to keep the **internal team focused on selling**, which allowed for a more **satisfying store experience for the shoppers**
- **Enhanced store performance** with **cost effective seasonal staffing solutions**
- Improved the shopping experience to **meet seasonal sales goals**
- **Increased efficiency** with understanding on retail store needs and training



By partnering with RGIS, the home goods retailer **enhanced the store performance with cost effective seasonal staffing solutions**



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People Services



Collaborative Approach



Cost Effective



Increased Efficiency



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