



for Gaming

Kronos for Gaming

The Key to Rising Above Your Competition

Innovate or fall behind. That's what it's all about in the intensely competitive gaming industry. You're competing for customers. For employees. For strategic alliances. And to win the battle, you need to constantly innovate to differentiate your business in an industry whose growth is exploding exponentially.

To distinguish your casino hotel, you get the latest and greatest games for the floor. You expand your entertainment and dining options. But your competitors are doing the same thing. So where else can you innovate? What is your true strategic differentiator, your competitive advantage, your means to trumping the competition?

It's your workforce. You need to innovate in the way you manage it because your workforce is the key to your success. To gain a real and distinct competitive advantage, you must retain the best people and manage them most effectively. And the way to do it is with Kronos for Gaming.





Hire the Best People. Manage Them Most Effectively.

Gain that Competitive Edge.

Kronos for Gaming is the industry's premier solution to manage and retain the best people. It's the ideal way to schedule and best meet customer demand. It's the leading method to track time and attendance and manage absences. And it's the most sophisticated biometric data collection system available. Essentially, Kronos for Gaming is a powerful solution that can give you a commanding lead over your competition.

DELIVER SUPERIOR CUSTOMER SERVICE | Get your aces in the right places

To provide distinctive and superior customer service, you need to be sure that you are retaining the best people out there. Kronos for Gaming helps you attract and retain the right employees for your casino hotel.

Having a great staff means nothing, though, if it's not enabling you to meet customer demand. Kronos for Gaming enables you to anticipate and schedule appropriately for varying customer demand. You can plan in advance to put the needed staff in place for special events. And if your casino floor is especially busy or you suddenly have a long line at the front desk, Kronos for Gaming enables you to react quickly and reallocate your employees appropriately.

INCREASE EMPLOYEE RETENTION AND SATISFACTION | Balance customer and employee needs

Kronos for Gaming helps maintain employee satisfaction by balancing employee availability and preferences in your schedules. Through employee self-service, you can give your staff quick and convenient access to time worked and leave balances, and make it easy for employees to request certain work hours and schedule time off. Respecting your employees' preferences and factoring their input into schedules helps reduce absences and turnover and increase retention — all while keeping the focus on customer satisfaction.

REDUCE LABOUR COSTS | Gain control over your largest expense

Kronos for Gaming gives you the ability to create cost-effective schedules that help reduce your reliance on float pools. The solution can take your forecasted demand into account when building schedules, enabling you to more accurately estimate the amount of staff you need. You're also able to quickly make last-minute adjustments to fill open shifts. With this kind of insight, you reduce your reliance on over-scheduling and gain the visibility needed to fill shifts with the most appropriate and lowest-cost employees.

Of course, in order to control your labour costs, you need to accurately track and calculate employee time. By automating time and attendance processes, Kronos for Gaming helps eliminate payroll error. The solution also decreases payroll inflation by enforcing schedules at the time of the punch and not allowing employees to work outside of scheduled hours.

"Buddy punching" is the costly act of employees punching in for each other and is a common problem in casino hotels. Kronos' biometric data collection tools can help eliminate time theft due to employee buddy punching and drive an average reduction in payroll of 2.2 percent.¹ Additionally, the solution's integration of time and attendance, scheduling, and employee self-service delivers centralised visibility into employees' use of leave. This helps your employees understand how much leave they have — and prevents them from taking more time off than they're entitled to.

¹ "ROI Evaluation Report: Kronos 4500 Touch ID™." Nucleus Research, 2005 (sponsored by Kronos).

BETTER MITIGATE RISK | Manage tips and tokens and track certifications

Kronos for Gaming supports the allocation and distribution of tips and tokens. The software's automated tracking streamlines reporting and helps you comply with related labour law regulations.

Kronos for Gaming's tip processing manages employees' tip reporting by using either a tip compliance or tip declaration method, and allows employees to enter tips on transfers, on out punches, or after punching out. The solution also provides an intuitive setup for administering and processing token pools that includes unlimited numbers of token pools; daily and weekly token pools; hours rounding for token pool allocation; an optional carryforward setting; and a complete history of token pool entries and allocation.

To better prevent regulatory fines resulting from expired gaming licenses, you need to be certain that your dealers have the necessary certifications. Kronos for Gaming assists you by tracking employee certifications and scheduling employees by certification status and skill sets. Alerts are sent to both employees and their managers when certifications are about to expire, and staff with expired certifications can be restricted from punching in or being scheduled to work.

GROW WITH CONTROL | Manage the rapid expansion of your workforce

With major expansion comes the need to quickly hire large numbers of people. Kronos for Gaming can grow with you as your enterprise grows. The solution scales to hundreds of thousands of employees, yet remains easy to use as it does. And as you expand your business, centralised and standardised workforce management processes make the process of managing thousands of employees easier.

But before you can grow your business, you need to have an infrastructure that can handle that growth. Increasing centralisation doesn't just help your business become more efficient; it can also reduce operational costs and provide a valuable return on investment. Centralising disparate applications, administration, data maintenance, and reporting can lower IT expenses and lead to a workforce management solution that's easier to maintain throughout its lifecycle. Essentially this means that as you grow, your ROI can grow with you.

Workforce Management



The scheduling advantage

With 24/7/365 operations, and shifts defined by both seniority and game knowledge as well as the volatility of customer activity on the casino floor, in the hotel, in restaurants, or at large nearby events, the casino industry demands robust, flexible scheduling capabilities. The result is a high-quality workforce that performs better, reducing costs and improving performance.

Four Reasons | You Need Kronos for Gaming

YOU MUST DELIVER SUPERIOR CUSTOMER SERVICE. You need to retain employees who live to please the customer. And you need to make sure that your staff is in the right place at the right time so it can attend to the customer's every need.

EMPLOYEE RETENTION IS CRITICAL. You have to be sure your staff is happy working for you. Satisfied employees create a better customer experience — and are less likely to leave you for one of your competitors.

LABOUR COSTS YOU. A casino hotel's labour costs can account for upward of 70 percent of its operating costs. But if you utilise your staff correctly and increase government and labour-law compliance, you can shrink your labour costs and increase your profits.

RAPID GROWTH IS A FACT OF BUSINESS. With geographic expansion and consolidations comes a significant increase in the size of workforce required. You need to staff your various locations quickly and effectively and make sure you have the right systems in place to manage your expanding workforce.

Kronos for Gaming is the innovative answer to how you can manage your workforce to gain that elusive strategic advantage. It's a comprehensive workforce management solution that empowers you to deliver superior customer service while growing your business with control. And it can be your key to both a stronger competitive edge and a stronger bottom line.

Put Kronos for Gaming to work for you:
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