



# A Triple Crown Event

DISTRIBUTION, TECHNOLOGY & SUPPLY CHAIN



## The Foodservice Distribution CONFERENCE & EXPO



**The Foodservice Distribution  
CONFERENCE & EXPO**  
OCTOBER 7-9, 2007  
LOUISVILLE, KY



# Recruitment and Retention of Warehouse Employees

George Adondakis – Vice President and Legal Counsel  
Nicholas & Company





# Preview

---

Who's here

A Sense of Urgency

Unemployment Data

Cost of Turnover

The Fundamentals

Hire right

Train

Pay for performance

Retention Strategies



# Who's In the Room

---

0 - 100

100 - 500

500 - 1000

1000 - 5000

Over 5000



# A Sense of Urgency: Cost of Turnover

---

What is the replacement Cost of a warehouse team member?

We believe approximately \$25,000  
(order selector)

How do you calculate the cost?



# A Sense of Urgency: U.S. Labor Realities

---

National unemployment at 4.6%

Regional unemployment at 2.4% in the west

Next 5 years a 10M person projected net loss in our labor pool as “baby boomers” will exit the workforce without replacement.

1984: workers age 16-34 were 50% of workforce

2004: workers age 16-34 were 37% of workforce

2014: workers age 16-34 will be 35% of workforce

US Bureau of Labor Statistics – Distribution of labor force



# Stick to Fundamentals

---

Hire right

Train

Pay for Performance

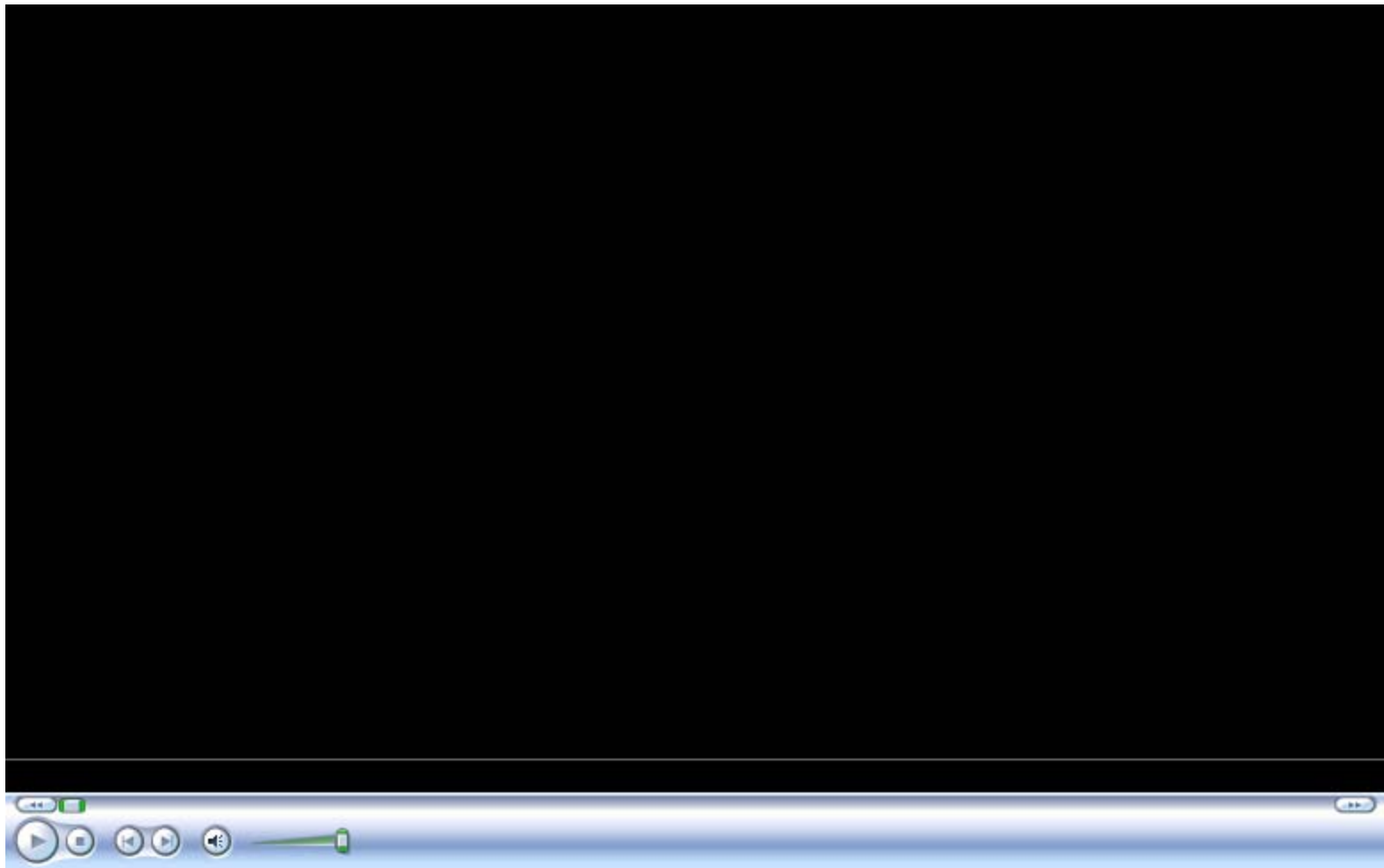
Stick to the fundamentals or else...



# Fundamentals

---

Not Fundamentals...





# Fundamentals: Hire Right

---

## Finding Applicants

Newspaper

Job Fairs

Community Reputation

Data Base

Referral Program

Make it part of your culture

What else?



# Fundamentals: Hire Right

---

## Screening Applicants

Interview

Drug test

References

Criminal background check

Equipment test

Pre employment physical exam



# Fundamentals: Training

---

Training includes:

Orientation

Tour, Supervisor, Pay

Cultural Orientation

Equipment training

Safety training

Speed and Accuracy training

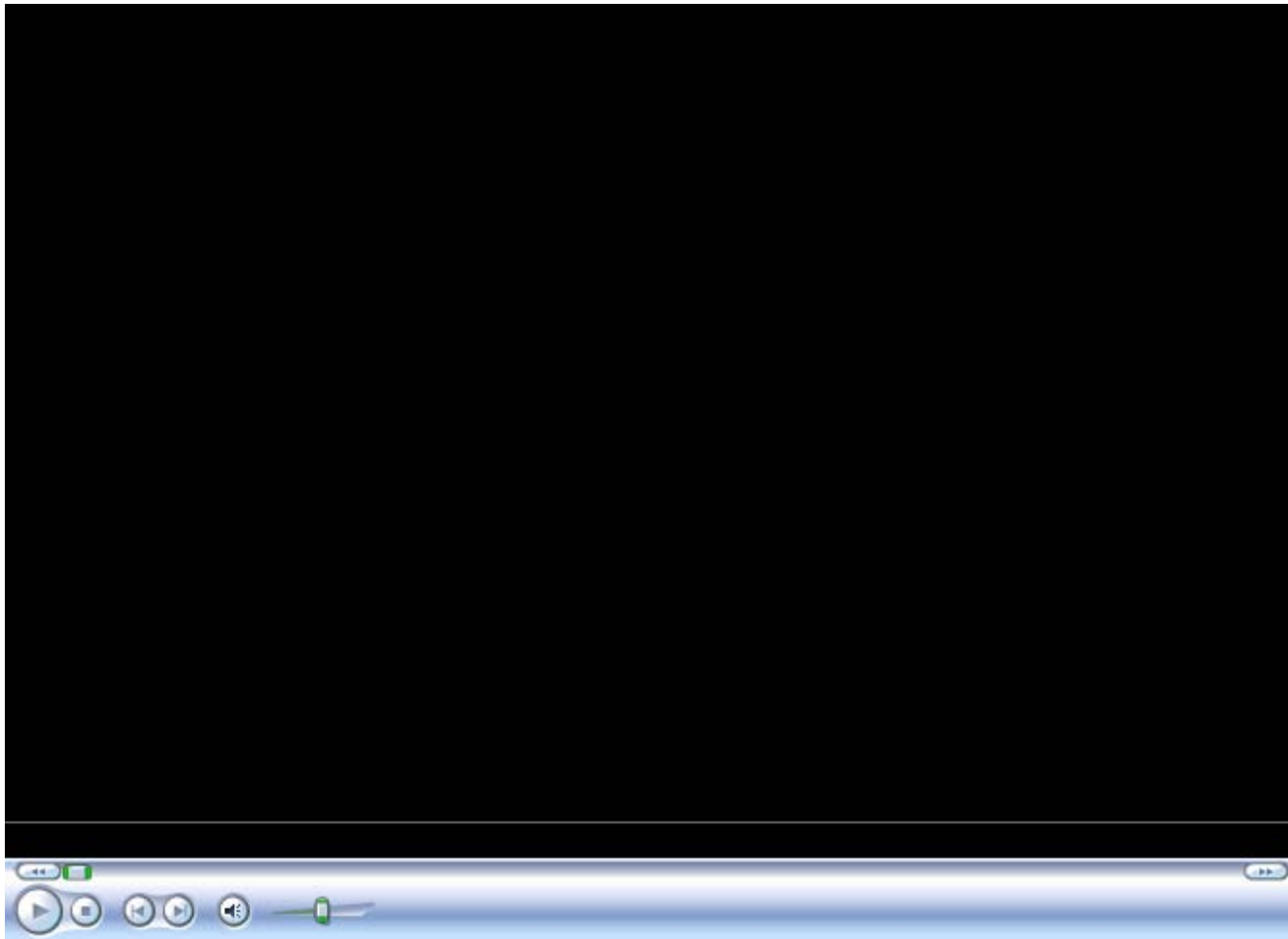
If you don't train well...



# Fundamentals: Training

---

Insert German slide





# Fundamentals: Pay for Performance

---

Activity Based Compensation

Train on the Pay Plan

Recognize (Leader Board)

Re train on Maximizing Compensation



# Other Retention Strategies

---

Supervisor training

Retention bonuses

Career path

Benefits communication (Hidden Paycheck)

Employee surveys

Recognition

Understanding cultural and language barriers

**The Foodservice Distribution  
CONFERENCE & EXPO**  
OCTOBER 7-9, 2007  
LOUISVILLE, KY



# **Thank You!**

## **Have a great session at the 2007 Distribution Conference!**

George Adondakis – Vice President and Legal Counsel  
Nicholas & Company

