



15  
WEEKS  
OF TIPS

TO HELP YOU  
**SURVIVE  
& THRIVE**  
THIS HOLIDAY SEASON



FIFTH EDITION. 10 MORE WEEKS TO GO!

## Holiday Season Employee Management

Hey CONTACT.FIRSTNAME,

Have you started planning for seasonal employee management? Like most areas of business, it's important to balance meeting your labor needs while reducing costs as necessary.

**Keep it in the family.** Offer additional hours to your current part-time staff and overtime opportunities for full-time staff. Using your current staff can save your business the time it would take you to interview, hire, process and train these employees before the holiday season starts.



### KABBAGE TIP

It's important to find seasonal employees who aren't completely checked out and not representing your brand well. Check out our post on [Where to Find Seasonal Workers Who Don't Suck.](#)

**Bring back the best.** Reach out to your best seasonal employees from previous years. You'll just need to update their paperwork and do minimal training to catch them up on your newest products or services. Offering an extra incentive, such as a slightly higher pay rate or an additional employee discount, can sweeten the deal to re-join your team.

### KABBAGE TIP

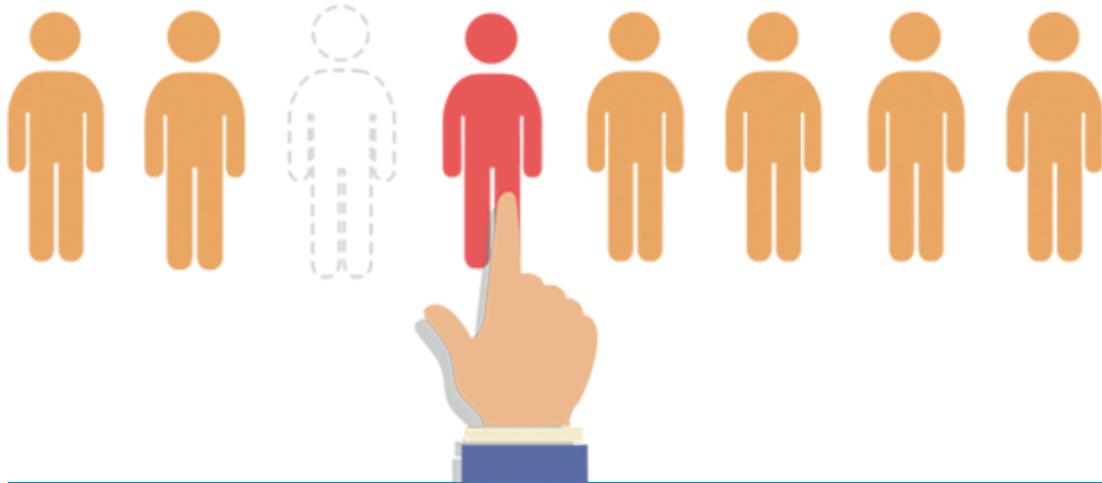
Consider hiring disabled veterans as seasonal help. We've put together [a blog post on the benefits of doing so](#).

**Don't keep it to yourself.** Advertise your seasonal job openings as recurring opportunities to attract staff members who want to commit to your business so they can secure a position with you for years to come.

**Get back to basics.** In addition to familiarizing your team with your business, customers and holiday plans, these also should reiterate the basics of customer service during the holiday season. Each team member should be ready to handle anything from answering a higher volume of phone calls or a popular product being out of stock to managing gift cards, returns and gift wrapping.

- Current employees will need to familiarize themselves with your holiday promotions and know what to expect during the holiday rush.
- Returning seasonal employees should be well versed in how to handle extra holiday volume, but they'll need an update on your newest products and services.
- New seasonal employees should be taken through all of the

basics about your business and the products or services you offer, what to expect from the holidays and any holiday promotions you're offering.



### BONUS TIP

Check out the [National Retail Federation's 2015 Retail Holiday Planning eBook](#) & their [Holiday Headquarters](#) for tons of content on planning your holiday season.

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