

BARRIERS TO CONVENIENCE STORE OPERATIONS EXECUTION

TOP BARRIERS TO CONSISTENT EXECUTION

Percentage of operators who identify the following as being the primary hurdles to driving consistent team execution and customer experiences across units/stores

43%

Not identifying issues at the stores early enough

43%

Rising labor costs

42%

Not all stores correctly following operational procedures

42%

Issues at the stores not being resolved fast enough

STORES ARE STRUGGLING TO COMPLY WITH PROCEDURES

PERCENT OF STORES IN COMPLIANCE WITH

Core Operating Procedures **28%**



Training Processes **35%**



New Product Rollouts **29%**



OPERATORS FEEL VULNERABLE WITH ADHERENCE TO FOOD SAFETY

ONLY 27%

are "Very confident" in identifying potential food safety concerns



OPERATORS RISK TAKING TOO LONG TO ADDRESS FOOD SAFETY ISSUES

HOW LONG DOES IT TAKE TO RESOLVE ISSUES?

1-2 days of identifying **25%**

1-4 weeks of identifying **23%**

FIELD EMPLOYEES SPEND A LOT OF TIME ON LOW-VALUE TASKS

HOW MUCH TIME PER WEEK?

9 HRS

Preparing reports

9 HRS

Following up with stores

45%

of the workweek spent on low-value tasks

Time they could be spending on higher-value activities like training, coaching, personal growth, new programs, and other organizational initiatives.

AUTOMATION IS PROVING TO BE IMPACTFUL FOR OPERATORS

98% of c-store operators who say their operation has embraced automation say they've had a positive experience

BENEFITS OF AUTOMATION ARE SHOWING

AREA	EMBRACE AUTOMATION "TO A GREAT EXTENT"	EVERYONE ELSE
 Clear visibility into store compliance	93%	79%
 Quickly identify issues	86%	71%
 Audits are effectively performed	83%	60%
 Ability to identify food safety issues	95%	80%

To read the full report, download the *2020 Convenience Store Ops Report* ebook

Learn how you can elevate team execution and provide consistent customer experiences

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Data based on a research study survey conducted by Technomic in the Fall of 2019 with its panel of large and small c-store operators (N=151), a vast majority of which serve food. The pool of survey participants consisted of operations leaders and managers, field leaders, store managers, IT, C-suite execs, and owners.

Zenput

www.zenput.com
235 Montgomery Street Suite 650
San Francisco, CA 94104

