



# Store Manager Best Practices for PTO

PTO can be challenging, but proper planning, training, and scheduling can all help make time away go smoothly. Here are some PTO best practices for managing salaried associates.

## 1 | Schedule smart, and early

Use templates and work with your management team to maintain a time-off schedule for your store. Consistency and transparency are important, so try to plan schedules as far in advance as possible.

On the other hand, stay flexible by working around PTO requests and planning for salaried PTO during the Schedule Right Review process.

## 2 | Set expectations

Make sure your leadership team knows how many requests are allowed at once as well as any blackout dates. This will depend on the size of your store and management team. For example, only allow two ASMs to be off at a time, and only one Co-Manager or Store Manager.

Remember that associates need to use their PTO grants to relax and recharge, so don't let LOAs reduce the number of associates that can request PTO.

And if someone requests PTO, give them an additional day off in the week and don't stress over shift swapping—that doesn't help associates come back refreshed, and it keeps them from using their PTO.

***"If a store can't give everyone their PTO, they have bigger problems."***

—Store Manager, Complex Supercenter

## 3 | Resolve conflicts

Scheduling conflicts and coverage gaps will happen. Move people around to solve them, and be creative if you have to. For example:

- If an ASM is normally scheduled for 8 a.m.-6 p.m., have them come in two hours later, (10 a.m.-8 p.m.), so they help fill the gap without working extra hours.
- If there are still gaps, you can upskill and leverage hourly supervisors to cover management gaps. Upskilling is important for the growth and development of associates.
- And if an hourly supervisor isn't ready to take on additional responsibility, work with your MHRM to borrow talent from other stores.