# NCG Quarterly Labor Hours Survey Worksheet

Labor hours data supplements the financial data collected through your trial balance submissions. This allows us to enhance your benchmarking reports.

Use this worksheet to facilitate information collection for completing the CoMetrics web-based survey. This is **NOT** the actual survey, just a tool to collect the data for responding to the questions you will be asked.

Log in to [complete the survey](). Choose Web Surveys, Quarterly Labor Hours Survey.
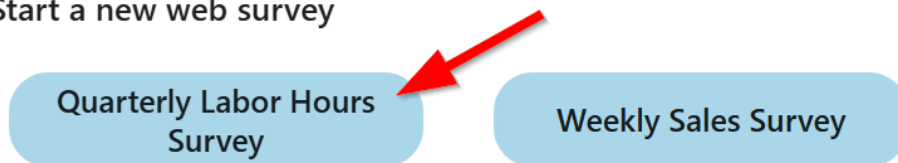
About Labor Hours

Labor hours are used to calculate Sales per Labor Hour (SPLH). Analyzing SPLH helps retailers make informed decisions about staffing levels. A higher SPLH reflects an efficient use of labor in generating sales, while a lower SPLH may signal the need for operational improvements.

Operating labor hours include those employees that directly support sales activity - including those in all sales generating departments, as well as front end, store managers, receiving, facilities and any employees related to the fulfillment of curbside and delivery orders. Report hours worked, including overtime.

Non-operating and Administrative include employees who contribute indirectly to sales – including General Management, Accounting & Finance, Marketing & Membership, Human Resources, Business Technology, Merchandising and general administrative or Board support.

In the case of salaried FTEs, use 40 hours per week.

Exclude contract labor and working-members or volunteer hours.

For Co-ops with Multiple Retail Locations

When reporting Admin and Non-Operating, or labor for a non-typical activity such as a bakery or commissary, choose one method for reporting and use it consistently – either reporting it as associated with the largest outlet (practical in a scenario with just two retail sites and when one site is significantly larger than another) or allocated to each location based on a % of sales - if one site is 60% of total sales, allocate 60% of the Non-operating and Admin hours to that site, and so on.

Please reach out to support@cometrics.com with any questions about how to submit your data.

Choose the Location - Choose a location from a drop-down menu.

Choose the Time Period - Labor hours are related to your co-op fiscal year and period, however unlike Trial Balance reporting, the labor hours are reported for a single quarter, rather than year to date. You can correct or submit historical data at any time.

Choose the Level of Reporting
In the survey, you are given the option to report on Labor Hours in the following ways:
- By Department - generates SPLH at the department level in Benchmarking
- By Operating vs Non-Operating and Administrative - distinguish hours that directly support sales activity from those that contribute indirectly
- Total Labor Hours - the least granular option, appropriate for small operators with limited ability to track and assign hours to individual departments or store activities

Reporting Labor Hours by Department
Include department managers in their related departments. Enter '0' for any departments that are not applicable in your co-op.

Grocery	#
Includes all grocery, packaged grocery, refrigerated, bulk, frozen, and vendor packaged bread	
Alcohol and Regulated Items	#
Includes all beer, wine, tobacco and THC	
Prepared Foods	#
Includes kitchen and service counter staff for bakery, beverage bar, cheese & specialty, food service and grab & go	
Meat and Seafood	#
Includes all labor for meat and seafood	
Produce and Floral	#
Includes all produce, floral and gardening	
Wellness	#
Includes body care, supplements, and mercantile	
Other Departments	#
Includes all non-typical, revenue generating departments such as off-site bakery or commissary, pharmacy, gas station, beer garden, and farm store, etc.	
Front End	#
Includes all cashiers and customer service	
Store Operations	#
Includes store managers, receiving, facilities, and any employees related to the fulfillment of curbside and delivery orders (do not include contract labor)	
Administrative and Non-Operating	#
Includes all other employees who contribute indirectly to sales (do not include contract labor)	