

Title: GameStop stores are not in a good place right now.

Author: DigiQuip

Created 2022-03-25 15:49:32 UTC

Permalink: /r/GME/comments/tnouq5/gamestop_stores_are_not_in_a_good_place_right_now/

Url:

https://www.reddit.com/r/GME/comments/tnouq5/gamestop_stores_are_not_in_a_good_place_right_now/

I work at GameStop and have been for a few years now. Over the last year in particular there's been a growing problem where GameStop stores are struggling to hire and retain staff. The issue extended into holiday season this past year and a lot of stores went into holiday with only a handful of employees. Because these employees killed themselves to keep up with the holiday demands of shoppers on such a tight payroll, corporate has cut back on payroll hours stores have been given to make a schedule. This has created a two fold problem and one I believe will spell disaster for the company in the near future.

1) Stores are only being given, at most, 8-10 more hours than the minimum number of hours required it operate the store. So if a store is open from 10am to 8pm the store is open 70 hours a week. Add a half hour before and after for opening and closing duties, the minimum hours needed to operate a store is 77. The store itself maybe given 85-90 hours to schedule employees. Most of those extra hours, if not all, are used on Saturdays and Sundays to cover the busier shopping time leaving M-F with single coverage all day. The issue this creates is that GameStop pays minimum wage. No one wants to work a job at minimum wage to begin with, especially if they can only get a handful of hours. So stores are struggling to hire people and then retain those tough to find candidates as people leave soon after they realize they might get, at most 20 hours a week. At minimum wage, that's not even \$400 a paycheck after taxes.

2) With so few hours, employees are working 11 hour shifts alone and quitting because of it. This creates an issue where people are quitting faster than the store can hire. This creates additional stress on current employees and causing them to quit too. Working long shifts alone making shit money is tough to do even for a week, but several stores in my district are permanently stuck in this feedback loop. When job candidates show up for an interview and find out they'll be making as little as \$9-10 an hour to run a store by themselves it drives people away. The quality of candidates is low because of this and these people feel no loyalty to the company. My store alone has fully turned over six times in the last year alone. We have store leaders with less than a year or two experience and that lack of experience is further driving turnover.

If you stop over to the GameStop subreddit you'll posts daily about the terrible condition stores are in. What's worse is that this is happening in the warehouse and corporate level as well. GameStop currently has the worst reputation as an employer that it's ever had.

Warehouse are making tons of shipping errors so stores are getting preorders which is a vital part of the brick and mortar experience. Many customers at my store max the stores around me are not getting their preorders. Shipping times are not being met, and inventory is very low of all product categories. When I first started with the company not that long ago, not having customer preorders was a ridiculous thought. We not only got every preorder, but we got tons of extra copies of everything. Now we only get product if it's preordered and even still we might not even get that. To me this is a huge red flag. It shows that the GameStop is drastically cutting back on its inventory of product and it's causing them to lose out on sales. Major releases of AAA aren't even being met with inventory. Legends Arceus was a huge launch and my entire district was sold out of the game in a couple days and even now it tough to get more than a few copies in at a time. A lot of sales were lost.

Also, corporate merchandising is in a rough place as the company policy regarding what product we sell in the store is geared towards maximum profit and fast turnaround time. The product sold in stores is actual junk sold at exorbitant prices. Stuff people aren't buying but the company has insane amounts of inventory. A popular item we carry are blind bags. They're cheap toy figures maybe the size of a quarter or a little bigger. They're sold in series and it random chance which one you get. They're several dollars a piece and most stores have dozens of different brands of these. It's completely taken over our non-gaming inventory. Meanwhile, stuff our customer do want, like action figures and collectibles, are usually online orders because we're not getting them in stock. And if customers are being forced to order online they'll just do it themselves at home, likely not with GameStop because of terrible shipping times and uncompetitive

pricing.

Don't get me wrong, the company is currently still profitable and making it work, but I believe with the current staffing issues and problems with store merchandising we may start to see cracks in the foundation. GameStop needs to start the increasing base pay and offering raises. There's been a pay freeze going on three years now and it's causing tenured staff to leave putting inexperienced people at the head of the stores and responsible for training. Store hours need increased to offer reliable and stable employment. The company needs to do a better job of tackling its inventory and merchandising to help stores get the product it needs and the product people want.

I respect your mission and wish you the best of luck. But I am concerned about this company's future.