

Home Depot investors say service sucks bigtime-- but why? article link

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http://www.nypost.com/seven/05232008/business/shareholders_home_depot_service_is_bad_112152.htm

This is an unfair article on workers in their stores. The typical store employee is faced with 5x the number of customers to service as workers there 10 years ago. Training is not as comprehensive as it needs to be, and its ads mislead on expertise of its workers, many of whom are hi tech castaways.

Putting heat on Blake by investors will only cause more heat on overstressed workers, resulting in accelerated employee attrition. Home Depot loses perhaps hundreds of millions of dollars per year just in lost worker orientation, hiring and training. Home Depot also advertises expert advice, but why would a true expert in such fields work there? The pay scale:workload makes working in their respective fields much more profitable for those as individuals. Retail in general is very very inhospitable to workers. Try having a relationship or a part time job while working for Home Depot fulltime! The schedules vary weekly and part time workers are treated better than fulltime. If investors want great workers, pressure the company to do these things:

- 1) Hire for quality of worker, not quantity
 - 2) Pay GOOD; offer overtime as incentive
 - 3) Negotiate better health plans
 - 4) Have more developed, ongoing training by true experts in the field; invest in their Human Resources as an asset, not a liability
 - 5) Rotate fulltime worker schedules to have every other or every 3rd weekend off
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