



2024-2025: Retail & Customer Service

Salary Budget Survey

Your best resource for the 2024–2025 budgeting season has arrived. Our Salary Budget Survey features insightful analysis sourced directly from compensation professionals broken out across key firmographic and geographic segments.

Inform how you build out your compensation budget in celebrated detail, with planned salary increase budgets, salary structure adjustments, and promotion increases laid out for each type of employee. A compensation strategy built on data-driven decisions will ensure you don't fall behind in securing and retaining talent in a volatile economy. With trusted data and insights, Payscale is here to help you get pay right.





United States

2024-2025 Salary Budget Survey

Retail & Customer Service industry

Payscale's Salary Budget Survey provides insights on projected salary budget submissions from 1,550 organizations collected between April and June in 2024 to help HR and compensation professionals determine their pay increase strategy for the coming year.

This guide isolates the data for the Retail & Customer Service industry in particular. See the full report for additional data, insights, and methodology.

[Download full report](#)

Salary increase budgets

All Respondents	2024 Actual Increases								2025 Planned Increases							
	General/COLA		Merit Increases		Other Increases		Total Increases		General/COLA		Merit Increases		Other Increases		Total Increases	
	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average
Non-exempt Employees	856	1.5%	1211	3.2%	898	0.9%	1059	3.6%	725	1.1%	1079	3.1%	789	0.7%	959	3.5%
Exempt (Non-management) Employees	851	1.4%	1220	3.2%	903	0.9%	1061	3.6%	721	1.1%	1089	3.2%	790	0.8%	966	3.5%
Managers	850	1.4%	1221	3.2%	906	0.9%	1058	3.6%	721	1.1%	1085	3.2%	792	0.7%	964	3.6%
Officers & Executives	837	1.3%	1165	3.0%	868	0.7%	1025	3.4%	709	1.1%	1037	3.0%	771	0.6%	933	3.4%

Retail & Customer Service	2024 Actual Increases								2025 Planned Increases							
	General/COLA		Merit Increases		Other Increases		Total Increases		General/COLA		Merit Increases		Other Increases		Total Increases	
	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average
Non-exempt Employees	24	0.7%	47	3.2%	31	0.9%	40	3.1%	23	0.8%	46	3.2%	27	0.7%	39	3.1%
Exempt (Non-management) Employees	24	0.9%	47	3.3%	31	0.9%	41	3.1%	24	0.8%	46	3.2%	27	0.8%	40	3.1%
Managers	24	0.9%	47	3.3%	31	0.9%	41	3.1%	24	0.8%	46	3.2%	27	0.8%	40	3.1%
Officers & Executives	24	0.8%	46	3.0%	31	0.7%	41	2.9%	24	0.8%	45	3.0%	27	0.6%	39	3.0%

Salary structure increases

All Respondents	2024 Actual Increases		2025 Planned Increases	
	Count	Average	Count	Average
Non-exempt Employees	186	2.1%	184	2.0%
Exempt (Non-management) Employees	191	2.1%	189	2.1%
Managers	189	2.1%	188	2.1%
Officers & Executives	168	1.8%	166	1.8%

Retail & Customer Service	2024 Actual Increases		2025 Planned Increases	
	Count	Average	Count	Average
Non-exempt Employees	16	1.8%	15	2.4%
Exempt (Non-management) Employees	16	1.8%	15	2.4%
Managers	16	1.8%	15	2.4%
Officers & Executives	13	1.7%	13	2.6%



Canada

Salary increase budgets

All Respondents	2024 Actual Increases								2025 Planned Increases							
	General/COLA		Merit Increases		Other Increases		Total Increases		General/COLA		Merit Increases		Other Increases		Total Increases	
	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average
Non-exempt Employees	178	1.2%	265	3.0%	203	0.8%	252	3.4%	165	1.0%	238	3.0%	183	0.7%	227	3.3%
Exempt (Non-management) Employees	179	1.2%	281	3.1%	213	0.9%	266	3.5%	167	1.0%	252	3.1%	193	0.7%	240	3.4%
Managers	179	1.2%	279	3.1%	212	0.8%	263	3.5%	167	1.0%	249	3.1%	192	0.8%	237	3.4%
Officers & Executives	173	1.1%	256	2.9%	195	0.6%	238	3.2%	158	0.9%	227	2.9%	173	0.6%	215	3.2%

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	General/COLA		Merit Increases		Other Increases		Total Increases		General/COLA		Merit Increases		Other Increases		Total Increases	
	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average	Count	Average
Non-exempt Employees	12	0.9%	20	2.7%	17	0.8%	19	3.2%	11	1.0%	19	2.9%	15	0.9%	18	3.4%
Exempt (Non-management) Employees	12	0.9%	20	2.8%	17	0.9%	19	3.4%	11	1.0%	19	3.0%	15	0.9%	18	3.6%
Managers	12	0.9%	20	2.8%	17	0.8%	19	3.4%	11	1.0%	19	3.0%	15	0.9%	18	3.6%
Officers & Executives	11	0.7%	19	2.9%	16	0.8%	18	3.3%	10	0.8%	18	3.1%	14	0.9%	17	3.5%

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Are you ready to see what Payscale can do for your organization?

Ask to speak with a representative and learn about how our compensation software, data, and services deliver best-in-class capabilities to address your key operational challenges.

Request a demo



About Payscale

As the industry leader in compensation management, Payscale is on a mission to help job seekers, employees, and businesses get pay right and to make sustainable fair pay a reality. Empowering more than 50% of the Fortune 500 in 198 countries, Payscale provides a combination of diverse and dynamic data sources, experienced compensation services, and scalable software to enable organizations such as Angel City Football Club, Target, Gainsight, and eBay to make fair and appropriate pay decisions.

To learn more, visit payscale.com.

Pay is powerful™

