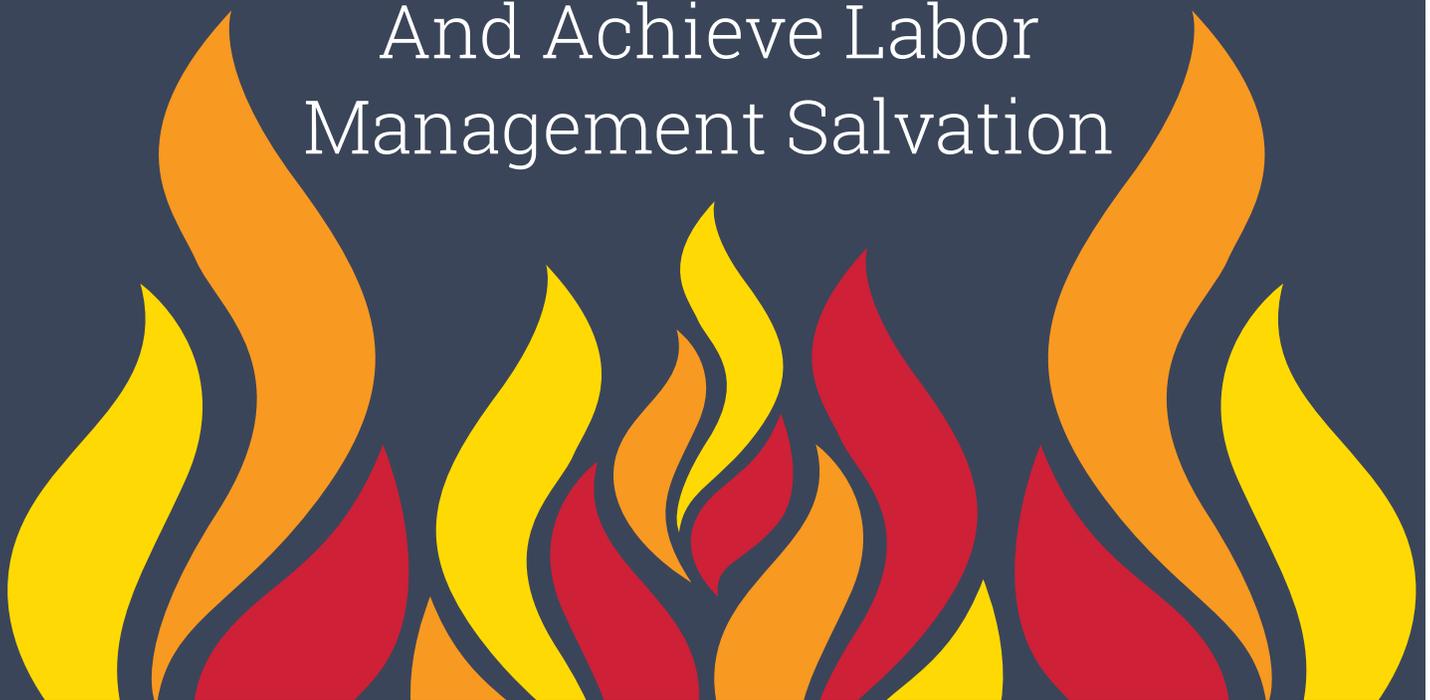


How to Escape

The 9 Circles of Restaurant Employee Scheduling Hell

And Achieve Labor
Management Salvation

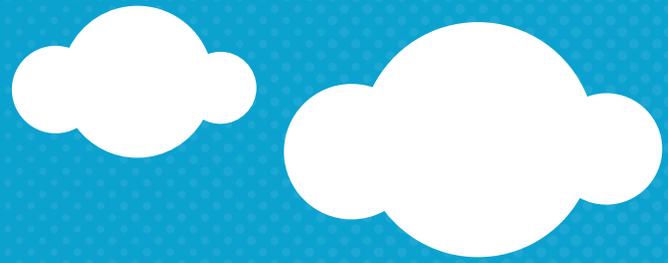


An eBook for Restaurant Operators by



HotSchedules®
Now Powered by Fourth

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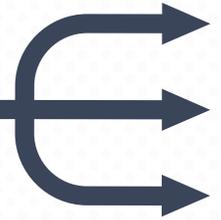
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Introduction



They say the road to Hell is paved with good intentions. But when it comes to the restaurant industry, we here at HotSchedules, Now Powered by Fourth say that road is paved with inefficient scheduling practices — spreadsheets, sticky notes, a deluge of text messages and email requests from demanding employees.

These outdated labor management methods can result in wasted time, chaotic communication, unnecessary labor spend, increased employee turnover and decreased customer satisfaction. We don't want to get TOO dramatic about it, but it can be a cause of pain and suffering for any restaurant manager. And if these methods go unchecked, they can start to feel like the 9 Circles of Hell.

But never fear — it's not all doom and gloom! There is a path out of the fiery depths, towards something we like to call Labor Management Salvation (just go with us here, okay?) and it's paved with tools that provide comprehensive labor management and scheduling automation. Here, you'll discover proactive ways to engage and empower employees, schedule faster, optimize your labor costs, and much, much more.

In this eBook, we're going to take a journey through the 9 Circles of Restaurant Employee Scheduling Hell and outline tangible paths to scheduling and labor management salvation. If you've ever managed a restaurant, you've probably experienced a few of these circles already.

Let's start the descent.

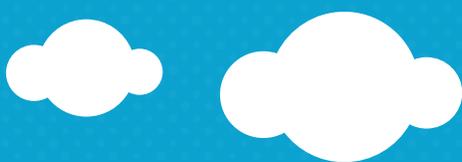
(It'll be okay — we promise!)



Circle 1:

Tracking Constant Schedule Changes

Anyone who has managed a restaurant knows the dread of finishing a schedule, posting it, and immediately getting hammered with requests for changes. Granted, there will always be schedule changes regardless of your scheduling method. But without the right tool to track all of the necessary information — shift swaps, time-off requests, hours worked, etc. — mistakes start to happen and patience wears thin. It can drain even the best restaurant manager. You. Are. Just. Never. Done!



The Path to Labor Management Salvation: Employee Scheduling Software

The right online employee scheduling solution will help your managers avoid information overload by tracking the inevitable schedule changes in one central location. Make life easier for your managers with a tool that tracks and helps automate:



Scheduling and swift swaps



Shift transaction approvals



Time-off requests and availability



Overtime alerts



Employee information and skill levels



Circle 2:

Poor Team Communication

In a restaurant, poor communication between team members and managers is a breeding ground for potential problems — missed shifts, decreased accountability, and poor customer experience, just to name a few. A blur of sticky notes, text messages, phone calls, emails, and drive-bys isn't communication. It's chaos. And that just won't cut it in the restaurant business.



The Path to Labor Management Salvation: In-App Messaging Functionality

You can overcome chaotic communications by organizing all of your channels into one a scheduling solution. This way, your team can access messages, schedules and other pertinent information all in the same place. You can give your managers the ability to:



Broadcast messages



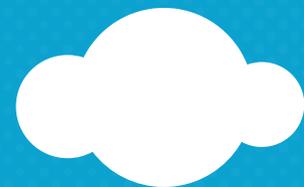
Keep store logs



Deploy how-to videos



Send out surveys



Circle 3: Juggling Labor Compliance



The complex landscape of restaurant labor compliance can seem like a Hell all its own. The list of rules to follow for a single-unit operator is long enough, let alone the various state requirements that a larger brand has to meet. And as labor compliance grows in complexity, so does the risk of financial penalties. Failure to follow one or the full range of labor laws can result in expensive fines, damaged reputations, and, in the most extreme cases, lawsuits.



The Path to Labor Management Salvation: Configurable Labor Rules

As a restaurant operator, you need tools that offer the flexibility to configure labor rules according to your business' geography and compliance needs. You can't afford to take a \$1,000 hit for a wage or schedule violation, so why not implement a tool that will help you avoid such a case? Allow your managers to:



Configure labor rules by geography and compliance requirements



Catch scheduling mistakes before posting with built-in alerts



Automate the scheduling of meals, breaks and minor labor



Configure minimum wage rates for each local store



Circle 4: Time Theft & Payroll Pains

Time theft is one of the many ways that your staff can either knowingly or unwittingly **steal** from your restaurant. Fifteen minutes here, ten minutes there... It might not seem like a big deal to your team members, but every minute costs your business money.



A recent report from the Economic Policy Institute found that time theft violations for minimum wage workers average \$15 billion a year.

Yes, that's billion with a "b."



The Path to Labor Management Salvation: An Integrated Time & Attendance Solution

You can go a long way towards reducing time theft by integrating your labor management solution with a time and attendance tool. Look for one that lets your managers:



Enforce clock-ins



Add mobile clock-in with geo-fencing cost controls



Keep payroll compliant with special pay calculations for meals, breaks and predictive scheduling



Receive mobile alerts for overtime, missed clock-ins and more



Circle 5: Erratic Staffing Levels



Labor cost is the most volatile line item in a restaurant budget, making up roughly 30% of that budget. Inefficient or outdated employee scheduling practices can drive that cost up even higher, which is a treacherous place to be in an industry with margins this slim.



Unnecessary labor spend simply isn't an option in the current market – research shows that labor costs are expected to rise 50-100% in the next five to seven years.

Don't suffer the financial strains of scheduling more employees than you need for a given shift.

The Path to Labor Management Salvation: More Accurate Planning with Forecasting Technology



You might not believe it, but it's possible to take some of the guesswork out of scheduling — and the larger labor-management equation! Look for solutions that help automate the forecasting process, so managers can be confident that they're scheduling the right number of employees in the right places at the right times. Look for solutions that provide the following capabilities:



Build schedules based on sales or guest volume data



Take into account variables like weather, events, and marketing initiatives



Reporting to show whether your stores performed according to plan



Circle 6: Low Employee Engagement



Employees don't take kindly to erratic scheduling practices, either. If you make it hard for your workers to plan their lives outside of work, it's going to affect their engagement and performance on the job.

According to Gallup polling data, 53% of workers reported that they are "not engaged" at their current jobs, and another 13% are "actively disengaged."

I love my job!



34%
Engaged

I can't wait to get a real job!



53%
Not-Engaged

I hate my job!

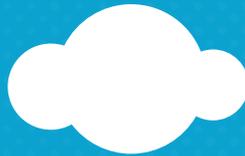


13%
Actively
Disengaged

Why does engagement matter? Simply put — employees who are focused and engaged in their work do a better job and provide a better customer experience. "Actively disengaged" employees — workers who are miserable at their jobs — can affect those around them and hamper productivity. Worse, they could demonstrate that misery to a customer.



Circle 6: Low Employee Engagement



The Path to Labor Management Salvation: Empower Employees with Mobile Scheduling Tools

Gallup defines “engaged” workers as those employees who are involved, enthusiastic about and committed to their work and workplace. And the benefits of a high-engagement culture speak for themselves:



Businesses in the top quartile of engagement realize substantially better customer engagement, higher productivity, better retention, fewer accidents, and 21% higher profitability.



— Gallup

One of the key ways to lay the groundwork for a culture of engagement is to solicit feedback from your workers to develop a baseline on where engagement currently stands. Another method is to empower employees with the resources they need to their jobs well. Scheduling software with messaging capabilities allows you to do both at once! With the right solution, managers can:



Standard time-off and availability procedures



Share company-wide goals and initiatives, as well as recognize and congratulate model stores, managers and employees



Get the word out to five or 500 employees, all at once



Keep a finger on the pulse of every shift



Circle 7:

Increased Employee Turnover

If allowed to go unchecked, employee disengagement and dissatisfaction can fester and create turmoil within your organization — and that causes your employees to leave. Restaurant research firm TDn2K estimates that the cost of turnover per hourly worker comes out to **more than \$2,000**.



Turnover Crisis

Cost of turnover per hourly worker = \$2003

38%

FSR
Management
Turnover
- TDn2k

101%

FSR
Employee
Turnover
- TDn2k

54%

LSR
Management
Turnover
- TDn2k

140%

LSR
Employee
Turnover
- TDn2k

Restaurant employee turnover has always been high — this is an industry that churns — but in an increasingly tight labor market, it doesn't take much for an employee to walk out your door and right over to your competitor. Odds are, they have a "Now Hiring" sign up as well.



Circle 7: Increased Employee Turnover



The Path to Labor Management Salvation: Give Managers the Tools they Need to Succeed

Employers can implement labor management solutions that make it easier and more cost effective to schedule their workers and communicate with them in one location. Such tools will allow your teams to achieve the work/life balance they crave.

A recent study by Adobe found that 70% of employees believe that technology improves their work-life balance. Additionally, 42% of millennials say they would leave a company due to “substandard” technology. With an online mobile scheduling solution, you can:

 Engage employees from their first day on the job

 Automate tedious processes for your managers

 Establish your brand as an employer of choice to attract and retain talent



70%

of employees believe that technology improves their work-life balance



42%

of millennials say they would leave a company due to “substandard” technology



Circle 8:

Lack of Visibility into KPIs & Insights

Restaurant managers also need visibility into the business's most important metrics. Without that visibility, it's possible to overspend on labor, to increase employee turnover, and to anger above-store leadership. How can you expect managers to achieve success in a purgatory where they don't have the right data to know whether they're effective?



The Path to Labor-Management Salvation:

Arm your in-store managers with the planning tools they need to make them successful. Modern, mobile labor management technology with easy-to-read KPI dashboard features can present your managers with vital information they need to hone operations:



Hourly data updates so managers know where they stand with their forecast and schedules



Actionable Insights that leverage two or more data sources to identify trends that require action, such as forecast variances, and more



Easily share reports with automated email delivery and export options resulting in maximum visibility across the organization



Circle 9:

Dissatisfied Customers – and Lower Profits

The deepest, darkest circle of Hell in any restaurant business is dissatisfied customers. And a poor labor management process is a surefire way to unhappy guests. If guests are waiting too long for service or waiting too long for their meals, there's a good chance they won't return to your establishment. Consumer demands are changing, and if your team can't keep up to meet them, you're going to lose business.



The Path to Labor Management Salvation: Tools to Increase Employee Productivity

A great guest experience demands great service, and great service stems from the productivity of your workers. Now, employee productivity can be a tricky thing, but providing your team members with tools that enable communication, save managers time and streamline operations can play a large role in increasing sales and improving the bottom line.



Hospitality technology reports that 40% of restaurant operators named employee productivity as their top reason for increased technology investment. Your managers need a labor-management solution that can:

 Parse out the number of hours each task takes

 Generate actionable reports quickly

 Communicate with employees clearly and efficiently

 Accurately forecast staffing needs down to the hour



The Key to Labor Management Salvation

If your restaurant is currently suffering in one of these 9 Nine Circles of Scheduling Hell, you can probably find salvation with a labor management solution that fits your needs. Spare your managers from the suffering with an integrated, mobile employee scheduling software that helps automate and centralize:



Building schedules



Time and attendance



Employee communications



Forecasting and reporting

Your team members will spend their time delivering exceptional service, learning new job skills, and helping to improve your business. Your managers will be free to engage with guests, coach employees, and catch any fires before they burn out of control. It all leads to a higher quality of service for your guests every day — and higher profits for you.

Can we get a hallelujah?

HotSchedules can show you the way to Labor Management Salvation.

Want to learn more? **Contact us today!**



Call us at +1.877.539.5156 Visit [Fourth.com](https://www.fourth.com)