



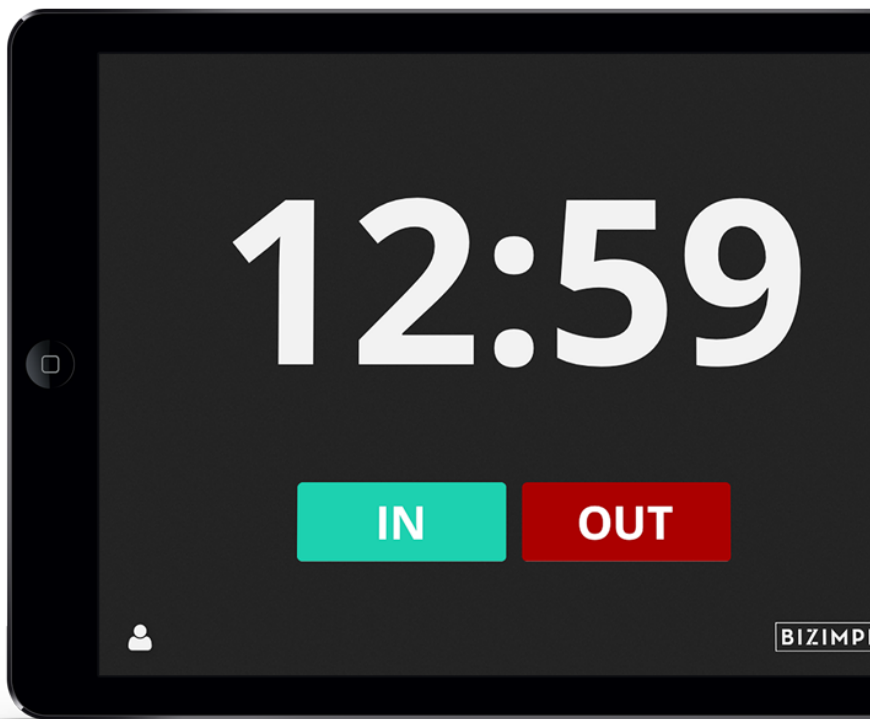
BIZIMPLY

THE ULTIMATE GUIDE TO HOSPITALITY SCHEDULING

Learn how to save time and money while creating the perfect schedule.

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A PUBLICATION OF BIZIMPLY.COM



Guide 2023

In this 2023 guide you will learn the steps to leave all frustrations behind, enabling you to empower a more engaged workforce and run an efficient business.



Bizimply Timestation
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WORKFORCE MANAGEMENT IN THE CLOUD

Bizimply brings your whole workforce management world together to make every shift run like clockwork.

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Whether you manage **1 or 100 locations**, this workbook can serve as your **essential guide** to better **managing your schedules**, step by step.

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1. WHAT IS LABOUR SCHEDULING?
2. WHY IS SCHEDULING IMPORTANT?
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4. WHAT BENEFITS WILL I SEE AS A RESULT OF IMPROVED SCHEDULING?



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To begin, what is a Schedule?

Schedules are designed to aid businesses to run as efficiently as possible; ensuring they have the right amount of experienced staff to willingly align with the businesses' goals and objectives. There are a variety of work schedules and they vary on the type of industry of which you are in as well as the season you're entering. It's common that if your business operates over a certain length of time, this is when you focus on shift based scheduling. Not to worry, we will be looking more into the different types of scheduling further into this guide.

How long should it take to me to create the weekly work schedule?

Well if you're here, I'm thinking it is taking you longer than it should! Other business tasks often get in the way and with payroll or HR tasks to be done, putting together the weekly schedule is the last thing you want to do. I don't blame you, with time-off requests, staff falling sick and employees not showing up, it can all start to get a little messy! Ugh. But don't worry Bizimply are here to help.

TIP: Test if you're spending too long creating schedules - for an entire week, track the time you spend building and managing your team schedule; also factor in changes that have to be made once published, it all uses up valuable time.

The types of Schedules

LABOUR SCHEDULES ARE ALL ABOUT GETTING THE RIGHT PEOPLE, IN THE RIGHT PLACE, AT THE RIGHT TIME.



Research from Software Advice report a combined 61% of SMBs experience faster, easier and more accurate scheduling using scheduling software.

Schedules help businesses around the world save money, maximise productivity, give their employees a more flexible work-life balance, and significantly reduce errors. A schedule becomes much more than a table of data when it is key for optimal business performance.

Wouldn't it be better to build, fill, manage, and measure best-fit schedules that enable you to meet goals and objectives, all without overspending your labour budget?

TASK TIME - How well do you know the different types of schedules?

We have identified the **most common shift types**, can you **match them** to the correct descriptions **below**?

A. ROTATING SHIFT

B. FIXED SHIFT

C. SPLIT SHIFT

D. OVERTIME SHIFT

E. PART-TIME SHIFT

1. _____

Shifts where employees work the same number of days per week and hours per day.

2. _____

Anyone working less than 30 hours a week is typically classified as a part-time employee. An example of a part-time schedule could be a range of days throughout the week from 11am to 4pm.

3. _____

Employees will work a number of hours over two shifts at two periods of the day. For example; an employee may work from 06:00 to 12:00, take a break for four hours, and return to work from 16:00 to 22:00.

4. _____

Employees work more hours than their typical shift hours, these may have been arranged or ad hoc. These can be costly if you have an overtime rate but are often required when the staff is badly needed. Note: Stay compliant with your overtime laws.

5. _____

Employees will switch shifts, usually on a set schedule. These types of schedules are common in businesses who operate around the clock. For example, employees on a rotating shift may switch between the day and night shift week-to-week or month-to-month.

ANSWERS

1. B 2. E 3. C 4. D 5. A

What shift types do you use in your business?



Why is Scheduling important?

Scheduling with Bizimply enables you to make more informed business decisions knowing that you are fully compliant with any regulatory, legal, or contractual obligations. You can gain complete control over all your scheduling requirements; shift patterns, ad-hoc shifts, or even volume-based scheduling. **Let's explore why:**

1. Reduce time waste

Using a cumulative scheduling system, allows you to avoid wasting employees' time by scheduling them when they are not required for that shift or are unavailable. You'll be able to respond to any changes and shift swaps more easily and in a faster time, and you'll always have insight to real time data.

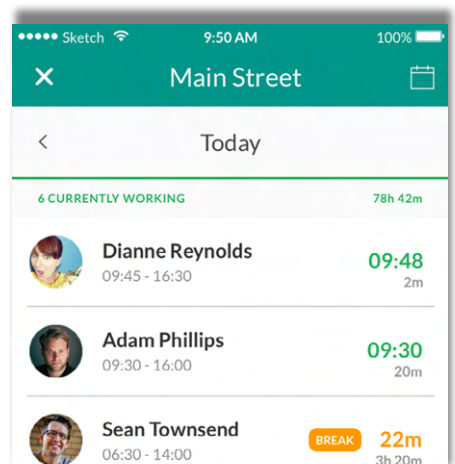
2. Visibility

As your business grows, it becomes more difficult for managers to know who is on site and what responsibilities they are carrying out for that shift. Especially now, people may no longer be working in the same physical location, or they could be working remotely. Reduced visibility can affect productivity of employees, customer service and costs. You could be paying for people who are absent and incurring unnecessary overtime costs.

3. Get real time data

Get those numbers working. Determine your labour costs through a labour budget tool and/or POS system integration and use past and projected sales to keep your costs under control.

Analyse your footfall; have you noticed the previous three Wednesdays earnings are higher due to a reoccurring gathering? It is important to consider staffing up to cover these busier periods.



4. Schedule for the future with projected sales information

Know your business, down to the nitty gritty. As you accurately predict scheduling needs, your schedules get smarter. This minimises scheduling errors, meaning you can increase engagement and strengthen morale.

You may not realise it, but these factors do matter, consider the difference that a single-percent



Before you begin with your schedule, have a look at this checklist:

- ☐ Set out your budget for payroll.
- ☐ Ask all employees for their availability and shift preferences.
- ☐ Input all employees in your workscheduling platform.
- ☐ Select shift types for each employee.
- ☐ Assess the kinds of shifts you need coverage for.
- ☐ Communicate a shift-swapping policy.
- ☐ Once a schedule has been built once, use this as a weekly template to save time.

Task Time

To build out your schedule strategy, you must start with the basics. Every organisation will have its own definition of a “good schedule”.

List below what you believe makes a ‘good schedule’.

1

2

3

4

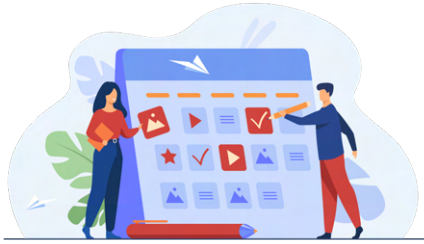
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6



Getting the balance right!

There are two aspects to employee scheduling:



ROUTINE



STRATEGIC

The key to saving money is making the routine of scheduling staff, and subsequently tweaking schedules, easy and intuitive. This helps ensure you and your managers get the visibility of what is going on in your business. This then leads to an understanding (the strategic), so you can make smart decisions on your schedule.

The trick is to deploy as few staff as possible, and as many as are necessary. It is quite a tough balancing act. Do labour patterns match sales patterns? It is worth taking time to identify the reasons why things go quiet. Businesses that do a lot of lunchtime take-away business for office staff may, for example, find that things are quieter on a Friday, perhaps because customers leave early for the weekend, or go for a sit-down meal with colleagues?

Restaurants and retailers have always tried to control the cost of staffing, even more so in recent years. So it is not uncommon for our managers to be scheduling with a target number of hours and/or a target wage and salary base to consider. This can lead to a frustrating experience when scheduling as we constantly check if we have gone over budget, or ask what does each decision mean.

Keeping up? Let's keep going!





32% OF UK HOSPITALITY EMPLOYEES ADMITTED
THEY WOULD LIKE MORE TRANSPARENCY FROM
EMPLOYERS REGARDING SHIFTS / SCHEDULING.

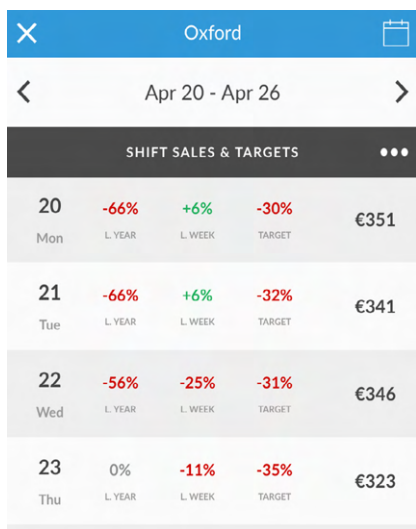
(YouGov, 2019)

How to get the most out of your scheduling

Proactive Scheduling

Fail to prepare, prepare to fail.

As a business owner you should always be planning and looking forward when it comes to scheduling, a proactive approach means you can handle any issues that may suddenly arise for example; staff absenteeism, you want to manage problems in the most efficient and professional way. At Bizimply we are all about having the **right people in the right place at the right time.**



SHIFT SALES & TARGETS				
20 Mon	-66% L. YEAR	+6% L. WEEK	-30% TARGET	€351
21 Tue	-66% L. YEAR	+6% L. WEEK	-32% TARGET	€341
22 Wed	-56% L. YEAR	-25% L. WEEK	-31% TARGET	€346
23 Thu	0% L. YEAR	-11% L. WEEK	-35% TARGET	€323

Automated scheduling

Organisations who implement automated scheduling systems are more than twice as likely as organisations without automated scheduling to provide self-service access to employees. This is an important factor in improving employee engagement and also contributes to schedule accuracy. These organisations are also more than four times more likely to use dashboard tools that can share workforce management data with managers. The Bizimply workforce and labour data dashboards help managers gain insight into the business performance and can understand how the labour budget is spent, in turn this data can be used to help with future labour forecasting.

Control labour spend with effective scheduling

Scheduling software like Bizimply makes it easier for you to build accurate schedules that ensure you have the right amount of staff available and can cover anticipated demand. That way, you can minimise having extra staff scheduled, stop being over reliant on contract workers, and decrease overtime pay which can be the reason your labour costs can be too high.

Measure schedule effectiveness to drive improvements

With the opportunity to pull Reports on Bizimply, it simplifies your scheduling process even more. You have the ability to review previous schedules, measure how effective they were and use this information to enhance the next schedule you create. You can also pinpoint areas where you overspent by examining available budgets versus actual report data. With the scheduled SPLH and Gross Labour costs features, it gives you even deeper insight into these costs as you build your schedule. Amazing right?!

Bizimply's reporting software makes it easy to generate detailed reports on almost any data in your core HR system with just a few clicks.

[illegible]

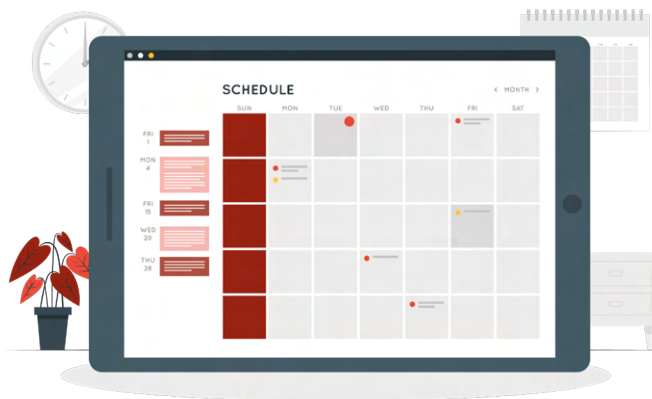
5 benefits you will see with improved Scheduling

1. Time

No matter what type of business you're in, labour scheduling can be a time-consuming, error-prone, and downright frustrating task. You need to match employee skill sets, availability, and preferences with fluctuating business demand in order to maximise productivity and minimise costs. Trying to schedule a workforce using spreadsheets and semi-automated systems too often results in less-than optimal performance, overstaffed shifts or undermanned rushes. Using a cloud based software like Bizimply to build, fill, manage, and measure best-fit schedules enable you to meet business goals, all without overspending labour budgets!

2. Better communication with staff

Poor staff scheduling can have major consequences for always-on operations, even if it doesn't look like it on the surface. It would be worth implementing an ongoing formal process to review costs, compliance, and other key factors, especially for larger stakes. Publish and communicate the schedule with your employees so that everyone knows where and when to find it. Online scheduling solutions ensure everyone will have access to their schedules anytime and anywhere and they'll be notified of any changes via the communication methods used.



3. Costs

Optimising schedule costs can help to reduce your spend on overtime and ensure you always have the minimum staffing levels in place to meet forecasted demand. This limits overstaffing and contributes to operating within your budgeted labour costs. However, if peak hours aren't taken into consideration, performance will be affected and customer demand won't always be met.

4. Performance & Productivity

Are all hands on deck at your busiest times? There should never be anyone taking their break or working in the office in the middle of service. At peak times, not only are staff on breaks limiting the service you provide to your customers, but they are increasing the pressure on the staff that are working.



5. Happy employees

As we always say, employees are the heart of every company! Treating them fairly and ensuring their happiness is vital to a business's success. Having perks and benefits that your employees appreciate and are motivated by can contribute hugely to how hard they work and how they treat your customers. Making sure your employees are happy and giving them a great work environment will likely have a positive impact on employee retention.

Ask yourself:

Are all your staff fully utilised at all times? If not, what prep work could people be doing?

In Bizimply, you can create **Daily Task lists** for your staff to ensure they are **completing all jobs required** on their shift.

Case Study: Daisy Green



Prue Freeman

Daisy Green Founder

Daily activity

About the Company

Founded: 2012

Headquarters: London

Size: 10 Locations

Product: Australian Food & Coffee

Prue Freeman reveals how they use Bizimply to streamline office management, giving her staff time to focus on developing the personality that the restaurant chain is loved for. Through individually designed cafes & restaurants, she has created iconic spaces that become local destinations and meeting points for the surrounding residents, workers and visitors.

"Using Bizimply to schedule employees has saved over 50% of our time which is now spent interacting with customers, A significant improvement."

Challenges

- >Managers split their time between serving customers & managing employees.
- >Schedules created using Excel was messy, leading to poorly documented time off and leave requests.
- >No accurate insights into labour costs or what areas they were overspending.

Frustrations

- >Tools that work for her in the office but aren't as good in the field.
- >Clients who require a lot of extra attention and ask the same questions over and over.
- >Little down time for family, friends, self.

Outcomes

- >Time spent creating schedules has been cut by 50%.
- >Ability to plan weeks ahead for all upcoming projects.
- > Insights into sales
- >Monitor labour hours as the schedule is being built, by restaurant.

Can you identify with these challenges? Write yours below:



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**HOSPITALITY
JOBS HAVE
SOME OF
THE HIGHEST
TURNOVER
RATES IN THE
INDUSTRY.**

(Harver, 2019)

10 ways to cut costs when creating your Schedule

1. New week, New schedule

Every week is different and your schedule should reflect this. Don't just recycle last weeks schedule. Ensure you have checked the availability of your staff for the coming week. Check last weeks schedule to see where you may have been overstaffed and look ahead to any large events that may be planned. Don't leave yourself struggling to cover shifts at the last minute.

2. Cost & build

Bizimply allows you to cost as you build which is great to see where you can save. If you wait until the end then it becomes a mad dash to cut hours and stay on budget, which always leads to inefficient schedules.

3. Set clear targets

Without clear targets there is no way to ensure a steady labour cost. Work out what your current target labour cost is based on this weeks schedule and see if you can reduce it by 5% for next week.

4. Monitor targets

Target sales per labour hour (SPLH) is a great key performance indicator (KPI) to track for your business. If you have target sales of £2000 and target hours of 40 then your SPLH is £50. Try and maintain a steady SPLH throughout the week and don't let it fluctuate with sales patterns. This will also ensure you have adequate staff cover for each day.

5. Arriving together?

Do all your staff arrive at the same time for each scheduled shift? Do you need all your staff to be in at the same time? Most shifts require a bit of prep work which usually only takes one or two people. If you adjust your shifts to start in 15 or 30 minute increments then your staff will arrive as you need them.



6. Are labour patterns reflecting sales?

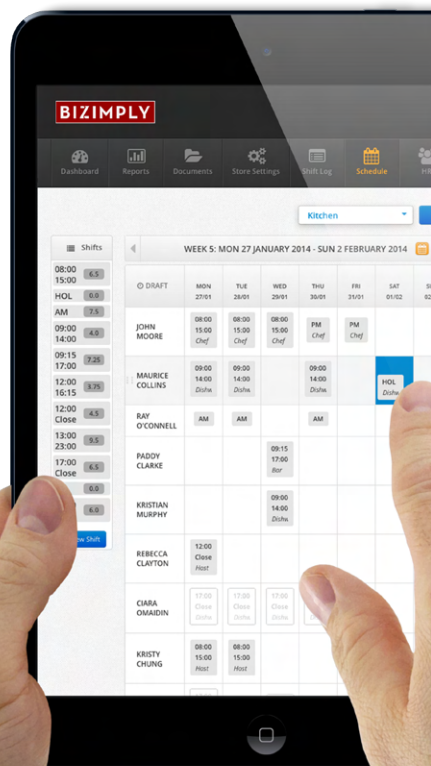
When your sales increase your labour cost may increase but when sales decrease do your labour costs decrease? In order to achieve a reduction in costs you have to schedule accordingly and anticipate periods of low sales as well as high sales.

7. Be Flexible

Rarely do shift workers have control of their schedules. This can have a huge impact on their lives, making it hard for them to plan outside of work. For part-time workers, hourly workers, the deskless workforce, or people working in the gig economy, this also increases the challenge of working multiple jobs and calculating their income, as their hours can fluctuate wildly.

8. KPI's

Help your managers to perform better and achieve your organisation's standards using a wide range of configurable KPIs embedded with the schedule. Assess and analyse each location against the same set of KPIs or define location-specific measurables.



9. Overtime

With wages on the rise, it can be a struggle to keep labour costs under control. One way you can offset the impact of rising wages is by controlling overtime. Other than last-scheduling needs, it's difficult to justify spending an additional 50% for work that could have been handled more affordably.

Set realistic overtime goals with your team. While it might be unreasonable to shoot for no overtime, a 25% reduction might be more doable. Help your team reach these goals by showing them alternative solutions to using overtime that will save you money. A lot of restaurant back-office systems offer an “approaching overtime report” which can help you control hours and avoid overtime. Use these tools to help reach your goal.

10. Outside business hours

If your employees are working outside of business hours, you're losing money. To minimise your loss, schedule as few people as possible for prep and closing shifts. Then, aim to have employees complete most no-service tasks while you're open for business and generating revenue.

To help identify these opportunities, ask yourself:

- Can some of these tasks be completed while the business is open?
- Am I overstaffed for opening and closing shifts?

Remember, restaurant labour cost is 100% when there is no revenue to pay for it.





Optimising your schedule

Optimisation plays a crucial part in any business and smart scheduling gives you the power to choose how to optimise your business. So, what does optimisation look like?

The right data, the right people, the right tools

Optimising labour costs is best managed from the top down with an investment in technology that enables operators. When companies invest in the right technology to measure incoming data, success will follow when used right. Best practices can be more easily shared across multiple locations when there is a deeper insight into data available. If one location consistently reaches and manages labour targets whilst other locations underperform that can be leveraged.

Full visibility and ownership to Employees

Having engaged and empowered staff who strive to perform; achieving goals and objectives are an advance for any hospitality brand. Expressing a strong connection between performance and results as expressed in the data is vital to meeting that goal. It enhances the value of labour against its rising costs, which is an important facet of ROI.

Most people want to do their best at whatever they do from location managers to waiting staff. Regularly showing staff where they can improve and who is doing the best job based on real business data is an important means to extending a sense of connection and ownership to them. It gives them a stake in the success of the business. By extension, it's also the best way to get the most out of them as employees, which makes the expense of employing them more meaningful and more valuable to the organisation.

As the cost of labour rises, being able to attach more corresponding value to that expense by investing in the best performers just makes sense. Collecting and reporting on real business data like this, held in the cloud and accessible while on the move via mobile devices can serve the brand, individual operators, and ultimately employees too.

What do your employees want from a Schedule?

Certainty

Employees want to be able to plan their lives for more than a few days in advance. They want to be able to rely on their managers and be reassured they won't be messed around and can count on the schedule accuracy first time round. This avoids employees making unnecessary journeys to work or getting annoyed if there has been a mix up of shifts - especially without being notified.

Stability

The majority of staff only have one job and strongly rely wages of that job. Therefore, they want their hours to be guaranteed and roughly the same every week to help them manage their money effectively. They prefer it when managers base the rota on a set pattern, so they can be reasonably certain of their hours before the rota has even been published. If managers drastically change staff hours from week to week, you'll get some angry and upset employees.

Mobile Compatibility

Mobile-first WFM solutions will be co-assisted with an app that needs to be manageable and as simple as other apps they may use on the daily. Taking this approach allows you to get into more detail that you may not have considered before - peak times, management level on each shift, number of employees needed for each time slot; in turn, this drives sales. These are the kind of results we want to deliver on and lead to a happier workplace overall.



Notified of changes

Every time there's a change to the rota, employees want to be made aware of these changes; especially if it involves them. Whether this is change of starting time, swapping shifts with another employee or even last minute emergencies of needing to close. An effective communication system must be in place to prevent rota communication problems and confusions.

Shift run-down

Employees always like to have a rough idea of what they are going to walk into when they arrive to work. Yes, the majority of shifts will be the same responsibilities and roles but even finer details of who is opening or closing the store for that day, whether they have larger parties in or perhaps if they are on a training course that day. Providing a brief outline of what to expect can prepare your employees in the best way for their shift.

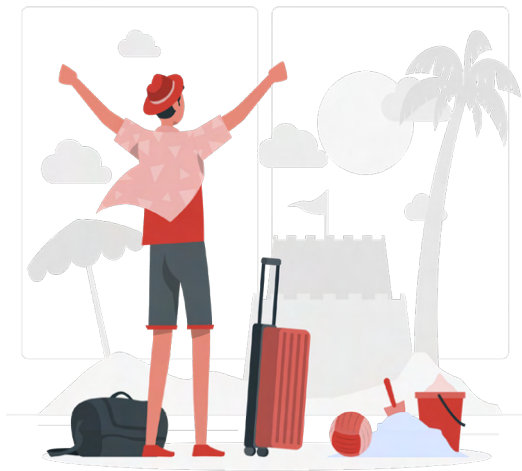


"1 out of 3 have left a job because their employer did not provide schedules with enough advance, making it difficult for them to balance their work and personal life."

An easy-to-use time off request system

Asking for time off shouldn't be an administrative nightmare. It's important to give employees independence and autonomy when it comes to putting in time-off requests.

Bizimply provides two options when it comes to employees booking time off; on the mobile app and on the desktop app available through the employees personal profile.



Who manages your Time Off requests in your organisation? _____

How are you currently managing your Time off requests? _____

Does this work for you? _____

Bizimply's Time off management platform means you'll have this information you need to hand when assigning shifts.

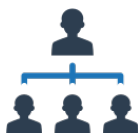
Rules, Rules, Rules!

Scheduling rules based on these factors may also be unique to your organisation, so clear guidelines are extremely important. To avoid confusion, make sure that all managers understand the policies or rules before shifts are assigned.



Training and Certifications

Do particular shifts require personnel who are certified with specific training? If so, put rules in place to ensure only people with current certifications are considered for assignment during those shifts.



Seniority

Is seniority status given to employees for certain shifts? Those guidelines will need to be reflected during scheduling as well.



Compliance to Safety, Employment, and Labor Laws

Ensure staff aren't working longer than is allowed by law and what is outlined in their contract. You'll also need to track and comply with any internal or external overtime restrictions.



Employee Performance

Sometimes, you need your best people on the job, but identifying them can be difficult. This is especially true in large or complex organisations where staff take on multiple roles. Track performance ratings, so you know who to schedule when it matters most.

Scheduling with intentionality is critical for maximising daily productivity on every shift. How can you achieve this?

Let's look at the criteria below:

Availability

From Holiday requests to leaves of various kinds, employee availability issues are the number one driver of schedule changes. During the pandemic, employers must also consider employees' requests for schedule changes due to fluctuating school schedules for kids, caring for loved ones with COVID-19, and when they've had exposure and are required to isolate.

Preferences

When you take employee preferences into account, you reduce change requests. More importantly, you improve employee satisfaction while lowering absenteeism and turnover.

Rich Profile Configuration

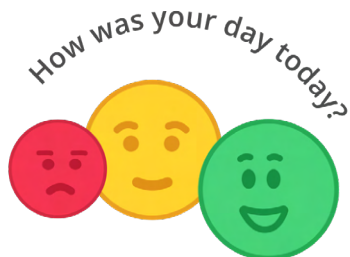
You likely have extensive information on your employees that you need to leverage in scheduling and reporting. This information often includes role, job-level, credentials, seniority, pay rates, and availability preferences for each employee.

Automating Shift Assignment

Assigning shifts is typically the most time-consuming portion of the scheduling process. Manually matching people with positions is difficult and keeping all the details straight sounds easier than it is. Employee scheduling software can help. Bizimply allows you to copy weekly schedules to save time in this area whilst encompassing the rules we discussed above.

Forecasting Accuracy

Comparing forecasted to actual resource demand is a key review point. As you are creating schedules, you have a unique perspective. Use this to your advantage to review variances and collaborate across your organisation to improve your predictive accuracy. You would be surprised how a minor improvement can impact your business overall!



Managing Resources

It is critical to monitor and measure the health of your labour resource. Consider the time period and expected demand when reviewing employee availability. Are you coming into Summer where increase in holiday requests occur but also footfall increases too? Preparing for this spike means you can proactively adjust the schedule due to the information being integrated. Also, monitoring resource pools tied to critical positions will ensure you always fill them with the best talent. If you are using employee scheduling software, you have a valuable data source so you're on the right track!

Workforce Scheduling Processes

Review key processes with other schedulers, management, and employees and regularly test ideas to evaluate if you observed any improvements. In shift-based work environments, the schedule has a significant impact on employee productivity and morale. Employee feedback will reveal factors that may be difficult to see from a scheduling perspective.





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**USING A
SPREADSHEET
FOR
SCHEDULES
LOSES 20% OF
A MANAGER'S
TIME**

(Deloitte, 2016)

DO YOU KNOW WHERE YOU'RE SAVING COSTS?



Labour costs account for 1/3 of a restaurant's operating costs, these costs continue to increase as the labour pool declines.

As labour costs rise, your profits decline - with such tight margins, this can be the difference between making and losing money, and ultimately the difference between your restaurant's survival.

Smart scheduling leads to a decrease in labour costs by aligning your sales to your schedule so you can precisely determine more suitable

TASK TIME

What are my biggest operational

How can I reduce these?



Could any of these be reduced?

YES

NO



Only 55% of Millennial hospitality workers indicated that they were satisfied and would stay in the hospitality industry within the next five years.

(Hospitality Net, 2018)

Forecasts: Why are they important?

In order to build a smart schedule, forecasts are essential. It provides you with the ability to present a forecast to local managers for them to edit or have as context when scheduling. Forecasts may be presented to Bizimply ready to go, or the tool may use historical data to generate the forecast. Forecasts are the difference between turning a profit and making a loss. Executing advanced, on-demand forecasting, allows you to create optimal schedules based on your projections and historical data. When you balance your planned costs against your results, you create the most profitable resource plan. Proficient forecasting goes hand in hand with smarter scheduling and gives you the data that is necessary for you to know you've got the right employees working your shifts!

Pivoting new sales channels affect your Labour

Let's take the example of a fast-food restaurant:

For the past 5 years you have been serving and greeting every guest face to face, within the last year due to restrictions of COVID-19, you have had to adapt and convert to mobile ordering. Aswell, in the last 6 months, you have had new channels of sales from food such as delivery partners, Uber Eats, Deliveroo, and Just Eat. I have studied a time in motion and understand that the:

New labour models reveals:

- Face to face -1 team member can make 20 transactions per 30 minutes,
- Mobile Ordering -1 team member can make 30 transactions per 30

When I'm creating a labour model I need to forecast where my transactions are coming from and also at what time of the day or week so now forecasting is derived from different sales models across different times of the day.

I'm now forecasting by different sales models across different times of the day.

Now we understand how to fill the demand:

- Recruit to the business needs,
- Schedule to the demand,
- Cross-train,

Here are 5 Steps to Perfecting Hospitality Business Forecasting:

1. Keep organised and accurate records of all your data to improve forecasting.
2. Utilise past performance data, the numbers are there so make good use of them!
3. Be in the know when it comes to industry trends and observe them closely. Also, keep an eye on what your competitors are doing, they might have come across something you've missed.
4. Don't set it and forget it when it comes to your forecasts, refer to them regularly. Re-view your predictions and compare them to your actuals, were your assumptions correct? If not, make edits to the forecasts where necessary.
5. Stay close with the marketing team so they can update you on the latest trends and issues surrounding the market.



Is It Time to Say Goodbye to Full-Time Shifts?

We need to think about what goes on in the day-to-day lives of our customers to cause peaks in volumes, before considering how we balance that. When thinking about this, we will likely find that, depending on opening hours, offering just full-time shifts is no longer valid.

You must establish a goal and have a clear understanding of the true cost of delivery.

Run the numbers: You can do this by dividing your delivery labour spent by your delivery sales. Additionally, you must look at the price of the menu item, the taxes of said item(s), the delivery fee, fuel required, and the salary of delivery drivers. There is a lot to consider when setting your labour target so keep all factors in mind!

GO YOU!

You've made it to the end of our employee scheduling guide. Who knew there was so much to know about creating the perfect schedule?

Let's have a quick refresh over what we covered:

- **What is labour scheduling and why is it important?** In order to maximise business efficiency. Schedules create an order and bring flow to your business.
- **What makes an effective staff schedule?** The *right people in the right place at the right time*. Having the right skillset of people on each shift is important.
- **Which is the right scheduling system for you?** Long gone are the days of pen and paper and using Excel doesn't allow for deep business insight. A cloud based system optimises workforce scheduling to align with your strategic business goals.
- **The basics of rota management and time-saving tips.** Fancy systems will make rota planning much easier, but you need to have the foundations of rota management in place if you're to make any progress at all.
- **How to use your rota data to make business decisions.** Use your valuable data to effectively identify trends, issues and opportunities that can improve business performance.

We've shown you that employee scheduling doesn't need to be scary and this guide proves you do not need to spend loads of time doing your weekly schedules. It can be quick and easy! To achieve this, you need to remember other factors that affect your daily schedules - not just the scheduling system you use, but also your approach to time off requests, employees swapping shifts and communication amongst staff.

But don't let this put you off. Staying organised and on top of things will eliminate or reduce problems. By outlining expectations amongst managers and employees, you'll minimise miscommunication and prevent scheduling mistakes that could cost.



BIZIMPLY

Using a scheduling software ensures you stay on target with anticipated demand.

YOU CAN:

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- Calculate optimum hours to ensure targets are achieved.
- Separate costs by department to pinpoint areas of improvement.

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