

EBOOK



*The Impact of Effective
Scheduling in the Workplace*

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Introduction

What is employee-scheduling software?

Employee scheduling software eases the pain of making and maintaining a schedule for your team. Good time tracking software is a wonderful investment in your business and your employees. Having the right software in your restaurant will save you time, improve communication between management and staff, broaden access to schedules, empower employees, ensure you have proper staffing, and will protect your bottom line. With the ever-shrinking margins in the restaurant and retail industries, it is crucial to guard your time and money. Time clock software puts the power back in your hands, streamlining an often-daunting process.

In an industry where everyone is on a constant pursuit to reduce costs, it is critical to control tardiness and absenteeism, save money on wasted labor costs, track clock in habits, and streamline operations. With Zip Schedules, we bridge the gap, optimizing ROI and minimizing costs by decreasing labor costs, streamlining operations, improving workforce management, and allowing technology to augment business practices.

Time Saving Strategies for Scheduling

For 9-to-5 businesses, employee scheduling is a rather simple task. For the most part, everyone works the same schedule and things are relatively status quo. Unfortunately, restaurant and retail businesses don't have this luxury. With long hours, many employees, and varying needs, employee scheduling is much more complex. There are often a lot of part-time and seasonal employees with other priorities that they need to schedule for, such as school or family. This job also may not be their long-term career, meaning managers have to deal with high turnover and sometimes less than ideal commitments.

Before the introduction of employee scheduling software, restaurants and retail establishments had to tackle some overwhelming issues, such as:

Employee Turnover

In the restaurant and retail industries, employee turnover is a real concern. Just when management thinks they are getting into a scheduling flow, a new hire decides the job isn't working out or a long-term employee is moving, throwing a proverbial cog in the scheduling wheel. When things like this happen, it's back



to the drawing board. Management is stuck with a role to fill, and often some shifts that need to be covered right away. Who should fill these gaps?

Well, you don't want employees to go into overtime to cover these shifts, but you're not sure how to cover the time. Just the thought of the complex interplay of shifts is enough to make your head spin. Who's on first?

Changing Shifts

Someone wants time off altogether; another employee wants to switch a shift. Who controls that? While this responsibility should be in the hands of employees, it seems to inevitably fall onto the manager's shoulders, as ultimately it is he or she responsible for the efficient running of the restaurant. Before software, management was burdened with orchestrating ever-changing shifts.

"I'm switching Friday night with Janet." Let's just hope the manager wrote that change down in pencil.

Disgruntled Employees

"Why am I not working Saturday night anymore?" You're not quite sure. Turns out, someone new got an ideal shift because it's just what worked for the schedule. Now, your new hire is raking in some of the best tips while your more senior team member works the lunch crowd. More senior employees are annoyed, wondering why they got stuck with the less-than-stellar shifts for the week.

Without the right tools, tracking this kind of preference could require a very high IQ, a full night's sleep, and a very large cup of dark coffee. Of course you have every intention of taking care of your more senior personnel, but things happen. After all, you are only human.



Dissatisfied Guests

It's a busy day, and there just aren't enough staff scheduled. Guests are getting tired of waiting and look annoyed. Guests are waiting on refills, and watching as their cold entrees sit waiting to be picked up by their server. Tension is high, and everyone is upset. Your staff is overwhelmed, and everyone seems to be making more mistakes.

Unfortunately, management had a day like this last year, but forgot to make a note of it. Managers tried to call to get some employees in at the last minute, but no one was available. Now everyone's spent. Guests leave, not having enjoyed their experience, and may not return to give the place another shot.

So, how exactly did managers create schedules before web-based apps?

Before time punch software, managers had to devote a lengthy amount of time, energy, and brainpower to scheduling employees. This often meant having a manager stay late, parked at their desk with a complex excel spreadsheet. As hard as they tried, details fell through the cracks, leaving the business vulnerable to under and over staffing. Without the time wasted on that approach, managers can get back to the more important tasks at hand, knowing their schedule is seamless.

We know. Scheduling labor can be an arduous project. Employees' schedules change all the time, and managers are left to try and keep track of it all. With workforce management software from Zip Schedules it is easy to see everyone's availability, copy previous schedules, load templates for special schedules, and create weekly schedules in minutes.

Zip Schedules is also easy to use, so managers won't need to spend weeks getting up to speed. Managers can get up and running on day one with our clever "Start-Up Wizard," which takes roughly 15 minutes from start to finish. With walk-through guides, it's super easy to get scheduling in no time.



Improving Communication

“I need next Thursday off,” an employee tells her manager, hands full of plates, as they pass each other during a busy shift. The manager sighs as she rushes by, makes a mental note to write that down, but forgets with the endless tasks of the night. Fast forward, and the restaurant is understaffed on the night the employee requested off. For a moment, the manager is annoyed, looking around and wondering where she is. After he asks some of the other team members, he then quickly remembers their rushed conversation and realizes it is his fault. Now, he’s looking at a night of extra stress, overburdened staff, and unhappy guests.

With employee scheduling software, switches and requests for time off are easy to publish and send to managers and coworkers. With a secure messaging center, the lines of communication are wide-open, enabling management and employees to clearly and efficiently discuss their needs. From this secure messaging center, management can approve or deny requests right on the spot with instant messaging, no need to make mental notes and hope they’re remembered.

Zip Schedules’ secure messaging center also enables management to keep employees informed of news and important events. From the secure messaging center, you can send organization and storewide message to keep employees in the know. Need to remind everyone of an upcoming team meeting or



holiday party? No need to worry about gathering everyone's personal contact information or mistyping an employee's email address, you can now send the necessary info directly through Zip Schedule's secure messaging center.

Also, this messaging center is secure, keeping employee confidentiality private. Using a closed loop messaging system, Zip Schedules allows mobile communication between employees without sharing email addresses and telephone numbers with staff. Not everyone wants their teammates to know their personal phone numbers. Now, you can protect employees' privacy while maintaining open, group communication.

With Zip Schedules, employees receive their schedule the minute it is published. Managers can take immediate action when employees accept future shifts offered by coworkers, request time off and availability changes. Everyone is on the same page, whether they are at work or not. Gone are the days of excuses.

Accessing Schedules

Ever heard these phrases? “I lost my schedule,” or “I couldn’t get a hold of anyone.” Imagine never hearing those words again? It’s possible with Zip Schedules.

With employee scheduling software, everything an employee needs to know about the schedule is available on their mobile phone: anytime, anywhere. Everyone on the team can access the schedule from any iOS or Android device. Employees can send requests for time off from their mobile device, or check their schedules. Likewise, management can stay connected when they’re away, from their mobile device. They can easily approve or deny time off or switch requests. No more excuses that an employee couldn’t find their schedule or couldn’t get a hold of management.

Employees will know a manager’s decision on their time off or shift change request, letting them know if they are still required to work the shift in question. With Zip Schedules, you can eliminate confusion and ensure your shifts are covered.

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Empowering Employees

By removing the excuse of losing a schedule, or being unable to contact a replacement, employees are now responsible for their own schedules. It is solely their responsibility to check the schedule and assure they can work their scheduled shifts, or request a trade. This removes the burden of last minute phone calls and manager's desperate attempts to find someone that didn't show.

"Hey, when am I working again?" You won't hear conversations like this in passing anymore. The schedule is posted in real-time and can be accessed by everyone on the team, whether they are clocked in or not. With automatic updates, the schedule always reflects the most recent changes, so everyone is on the same page.

This kind of access gives employees a sense of ownership, as they are now in control of their schedule. They can see when they are scheduled to work, and maintain their availability right from their mobile phone. This gives them a sense of control over a varying schedule that can be overwhelming. Give your employees the gift of control and communication with Zip Schedules.

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Proper Staffing

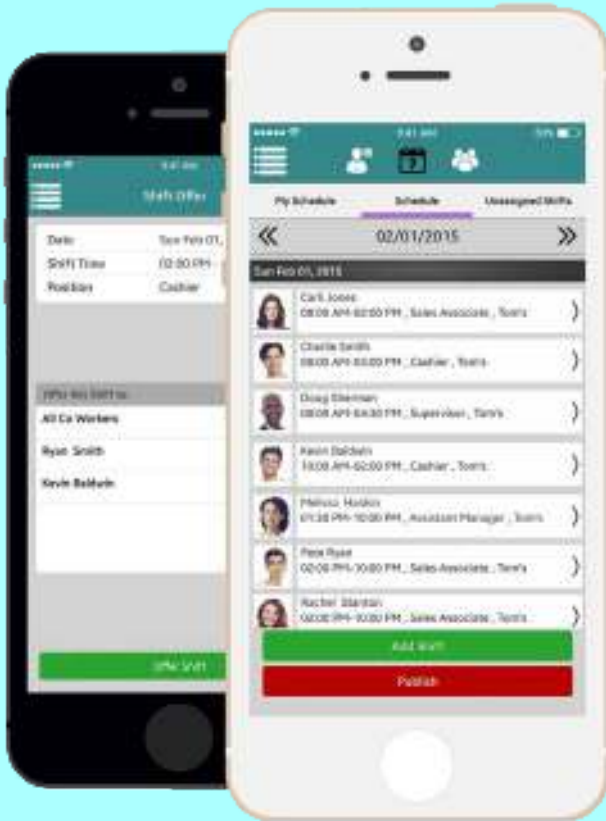
The ideal is to have the right employees present when you need them. With the helpful tools in Zip Schedules, you can ensure you have who you need, when you need them. No more guess work, no more wondering.

Templates for the Future

You can save your favorite schedules as templates. If you have special hours and schedules during different times of the year, you can now save those schedules as a template for the future. No need to reinvent the wheel each holiday. If a special event is happening in town the same time every year, you can pull up how you arranged it the year before, maybe make a few minor changes, and post it.

Copying Common Schedules

You can also easily copy a previous week's schedule. Sometimes things do fall into a comfortable routine. Employees are basically working the same shifts, and you haven't had anyone leave unexpectedly. In this case, your schedule may not need to change much. If you aren't experiencing any big scheduling changes week to week, you can simply copy the previous week's schedule and make one or two tweaks to create a new one.



Creating Standard Shifts

With employee scheduling software, you can create standard shifts for any position on your team. Save common shifts, and speed up your scheduling process. Simply drop the shifts into employee slots, and you won't have to create a new one every time.

Analyzing Data

With Zip Scheduling, you can accumulate scheduling data over time, enabling you to extract information later to analyze past activity. This helps you forecast properly and plan for fast or slow nights in advance. Were you busier around Thanksgiving or Christmas? It's easy to find out with Zip Schedules. Don't be left in the dark again. Have the right amount of people at the right time with the right data in your hands.

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WITH OUR FORECASTING ENGINE, YOU HAVE THE ABILITY TO PREDICT YOUR BUSINESS BASED ON SALES AND TRANSACTIONS TO BETTER SCHEDULE EMPLOYEES.

Protecting Your Bottom Line

It's clear. Zip Schedules saves you money. Because in business, time equals money. With Zip Schedules, management won't waste time putting together a schedule the old way, answering emails, texts, and calls about switching shifts. With the proper staff, you won't waste time and money on having too many employees scheduled when you don't need them. On the other hand, you can keep your customers happy by protecting yourself from having too few employees on a busy night. By scheduling the right people at the right time, guest service will improve while lowering labor costs at the same time.

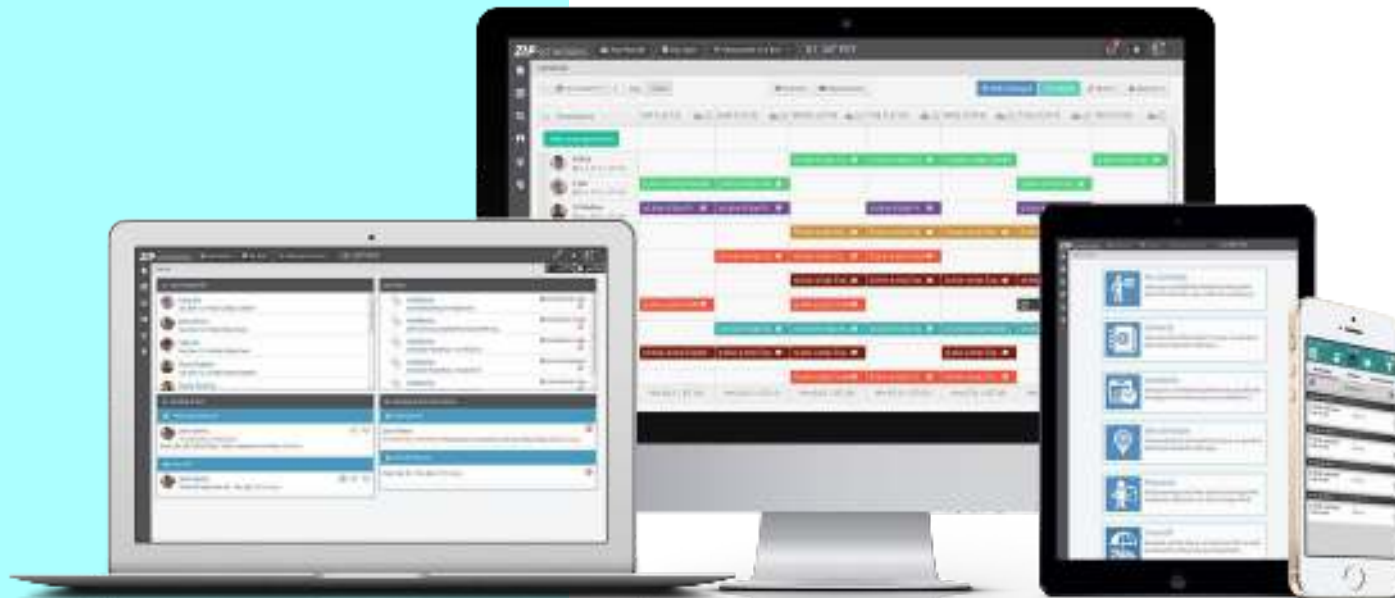
With forecasting and budgeting built in, Zip Schedules can prevent managers from over scheduling. You can make your schedule more efficient. With our forecasting engine, you have the ability to predict your business based on sales and transactions to better schedule employees.

Also, with Zip Schedules, you can setup your preferred labor percentage of sales to use as a guide when creating schedules, enabling you to control your labor budget. You can automatically generate daily sales forecasts based on historical sales and transaction, making business more predictable.


Conclusion

Finding the right technology can change the way you do business. It is critical for restaurants today to stay ahead of the competition with the latest advancements in technology. It's likely your competitors are keeping up with the changing face of technology.

With Zip Schedules, you can start scheduling in minutes. Scheduling software empowers you to save time and money while opening up the lines of communication between employees and management. Employees are given the responsibility to manage their schedules and availability. Without needing to rely on someone else for scheduling information, employees can be there when they are scheduled and have peace of mind when they are not. Management can approve or deny shift change requests immediately, and not be stuck



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calling employees at the last minute frantically trying to cover a shift. Save management time and prevent unneeded errors with Zip Schedules.

With Zip Schedules time tracking software, you can experience better workforce management, eliminating buddy punching, employees riding the clock, or breaking overtime without allowance. With more accountability, employees are forced to act responsibly. Gone are the days of clocking in for a friend that didn't show up on time. While they may feel loyal to their friend, they are not being loyal to the restaurant's bottom line.

Greater data reporting enables management to predict their scheduling needs and schedule shifts accordingly. Good data also enables managers to control and track labor costs. Before employee scheduling software, managers were often left in the dark, guessing and hoping they got it right.

With real-time software, employees can access their schedules anytime, anywhere. Management can view requests for time off and get labor law alerts when employees may be approaching overtime. Management can better control tardiness and absenteeism, save money on wasted labor costs, track clock-in habits, and streamline processes.

With a small investment, Zip Schedules enables you to decrease labor costs, streamline operation, improve workforce management, and use technology to your greatest advantage.