



**IMPACT OF  
EFFECTIVE  
SCHEDULING  
IN THE  
WORKPLACE**



Introduction: Employee Scheduling Software

Chapter One: How An Employee Scheduling Software Helps . . . . . 4

Chapter Two: Using Time Saving Strategies For Effective Scheduling . . . 6

Chapter Three: Analyze And Forecast Business Needs . . . . . 7

Chapter Four: Workforce Dynamics And Needs . . . . . 9

Chapter Five: Improving Communication . . . . . 10

Chapter Six: Regulating Hiring Process . . . . . 11

Chapter Seven: Accessing Schedules . . . . . 12

Chapter Eight: Time, Money And Labor Management . . . . . 13

Conclusion

# Table Of Contents

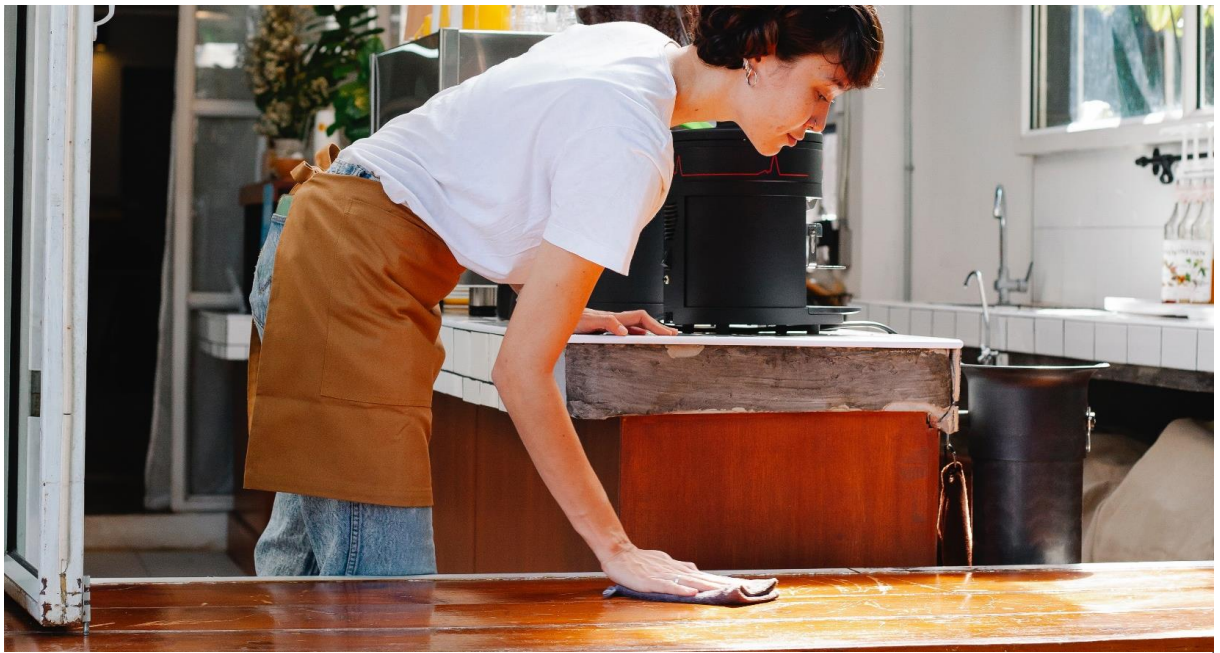
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Scheduling employees for work is an essential part of running a business. An employee scheduling software helps you organize your staff and manage their schedules. It can also help you manage your time and improve your productivity. That's why it's such a popular tool among small and large businesses. And in addition to its being helpful for the business owners and managers, it is a good tool for the employees too. Having such software that eases the workload and smoothens the business process can ensure your restaurant runs smoothly. Having the right software in your restaurant will save you time, improve communication between management and staff, broaden access to schedules, empower employees, ensure that you always have proper staffing levels for each shift - this means improved efficiency as a result of having all of the necessary information available at any given time. Better efficiency makes saving time and money easier, which is always a bonus, considering the ever-shrinking margins in the restaurant and retail industries.

Using software that streamlines work processes helps in cost reduction, money-saving, and keeping track of employee timings and availability. This software helps in optimizing the return on investment. It reduces labor costs, betters workforce management, aids in tech-enabled business practices, and streamlines operations.

## **Introduction: What Is Employee Scheduling Software?**



Businesses like restaurants and retailers, with their long work hours and many employees, don't have the luxury of employee schedules that are simple to create. It's not as easy for these businesses because people often come in differing numbers at different times throughout the day or week. This all creates a system that is more complicated than other 9-to-5 businesses. Now, using employee scheduling software helps in creating a structured system that ensures that work demands and employee availability is balanced. It helps overcome business problems like:

**Employee Turnover:** This is amongst the biggest issue faced in the restaurant and retail industries. According to the Bureau of Labor Statistics, the annualized employee turnover rate of the hotel industry is 73.8%. Seasonality, shifts, and the general ups and downs of the business are among the main reasons for the high turnover ratio of restaurants. The hours can be long, the schedules are never set in stone, and employees are constantly expected to be ready to serve customers at a moment's notice. Keeping track of employees and having business operations running smoothly despite a shortage of staff at any point becomes problematic.

# How An **Employee Scheduling Software** Helps

**Chapter One**



**Unpredictable Shifts:** Unforeseen changes in shifts, timings, availability, etc. can cause a lot of grief for the one managing the day-to-day workings of the establishment. Noting all change requests manually or tracking shift timings and such details by hand used to not just tedious a process, but also full of errors with the chance of someone lying or taking undue advantages. The manager had to keep track of all shifts, changes, and change requests personally; and if he or she was to take leave, it was a bigger issue as someone else would need to understand the manual system the manager follows.

**Employee Dissatisfaction:** Scheduling shifts manually is not an easy task. More often than not, any personnel replacement leads to the slots being filled with whoever is available, which is the new employee in most cases. "Better" shifts – in terms of timings, work, probability of tips, etc. – are preferred by all employees and new employees getting them directly without any consideration for the older employees leaves the latter dissatisfied. To avoid this, the whole shift scheduling needs to be changed after every new employee joins or someone leaves, which is time-consuming and tedious.

**Guest Dissatisfaction:** If a day when the restaurant is short-staffed – as per schedule or leaves – and the number of guests increases, more than usual, the service and its speed get hampered. This leads to guest dissatisfaction. While calling the employees on leave to come immediately is an option, it is not always possible, preferred, or appreciated. Dissatisfied guests might not return the next time, leading to customer loss.



Before the invention of apps and websites that help with employee scheduling, managers had to devote a lot of time and brainpower to scheduling employees. This often meant having a manager stay late at their desk with an intricate spreadsheet while they input hours. The process was tedious for employees too: workers would spend hours coming up with their schedules, based on what shifts were available. Human errors were more predominant in such processes and the business's staffing practices were inconsistent, leaving it vulnerable to understaffing or overstaffing. If these menial tasks were handled automatically then the manager's time and energy are saved, ensuring he or she can do the rest of his tasks properly and within time. Managers are always trying to keep track of what their employees can do and when, but it is difficult juggling a bunch of schedules. With workforce management, you will be able to see which individuals have availability as well as copy previous schedules in minutes! Creating weekly schedule templates takes only seconds with such software too. Here are how some ways that effective scheduling can be done to save time:

- Analyze And Forecast Business Needs
- Workforce Dynamics, And Needs
- Improving Communication
- Regulating Hiring Process
- Accessing Schedule Easily
- Handling Staffing Issues
- Time, Money, And Labor Management

# Using Time Saving Strategies For **Effective Scheduling**

**Chapter  
Two**



There are two ways to figure out what your business needs. Firstly, look back at what you've needed in the past and then look ahead to see what you expect you'll need given the current state of your business. Some other things to consider for understanding business needs, especially for restaurants, are:

**Seasonality:** Plan ahead if you need to staff up during the busy season. When things get busy, you may need more coverage. During major holidays, expect more time-off requests from your team too. Time off can be limited because of major holidays, and the need of the business due to the increased footfall during that time. To counter this, a workable schedule needs to be made well in time, where not just the business needs are met but also the employee needs too. Hiring temporary staff to aid the existing one can be an option that can help solve shift issues.

# Analyze And Forecast Business Needs

**Chapter  
Three**



Professional And Personal Events: If there is an event taking place in your restaurant, you might need more hands on deck than usual. How do you manage such shift scheduling? Or if there are personal events (children's vacation, pregnancy, other medical issues, etc.) happening in your employee's life, then he or she needs to take leave – short-term or even long-term – accordingly. How to manage during such times? Do you get temporary staff for the duration, or just draw up a new shift schedule with available employees and how will that affect the employees? All things need to be taken into consideration.

Using employee scheduling software can help overcome this as such parameters can be logged in into the system well in time. That way the schedule that is made works well for the restaurant and its employees. The software also aids in keeping track of the shift timings kept historically during peak season, and as and when more or less manpower is required.



Everyone knows their work (or is supposed to know) and does it accordingly. But managers sometimes end up giving more work or work beyond the set parameters. This includes and is not limited to things like working overtime, working on days of leaves, doing work that doesn't come under one's work profile, etc. Some employees will do the work assigned without any pushback sometimes. Other times, they might be unwilling or unable to do it. This can lead to conflict in the workplace. This can affect team morale and productivity. This also ends up being one of the main reasons for a high turnover ratio.

One needs to keep in mind and consider, as also respect the employees' needs and abilities before finalizing things. What the employees prefer – working hours, shift schedules, leadership styles, people they work with – needs to be considered. These preferences affect productivity and even the turnover ratios. Putting a good team together – one that works together cohesively – is essential. It is best to match work styles with management styles, get non-clashing personalities together, and have the ideal type of manager to oversee their work. This way the team dynamic remains balanced.

Having a system that keeps a record of the employees and their timings, leaves, shifts, etc. can come in handy in not just ensuring all shifts are always covered but also for payroll and auditing. Employee scheduling software that handles such tasks helps the managers and business owners keep all systems running smoothly. It also gives a form of control to the employees by enabling them to record their preferences and requests and keep in touch with management easily.

# **Workforce Dynamics** **And Needs**

## **Chapter** **Four**



There needs to be an established mode of communication between the employees and the manager. Verbal communication can be forgotten but one that is timely noted in an appropriate place will be better, especially when it is about shift issues, timings, etc. And miscommunication can lead to being understaffed in the time of need. A secure messaging center enables management to efficiently manage and discuss their needs with employees, and vice versa. Employee scheduling software makes it easy to publish and send time-off requests and switches to managers, coworkers, and everyone else.

A secure messaging center can be used by the management to ensure the employees are informed of news and events. You can also use it to send large-scale messages or franchise-wide messages, in order to keep your employees up to time with the latest news. If the software or cloud-based scheduling system is a closed-loop one, it involves mobile communication between employees without having to share personal contact details. With the way this scheduling software operates, the employees get real-time updates regarding their shift timings and any changes, while managers can keep track of any requests for change and other such functions. This type of open communication helps in ensuring there is no communication breakdown that might lead to problems within the team amongst themselves or with the management.

# Improving Communication

## Chapter Five

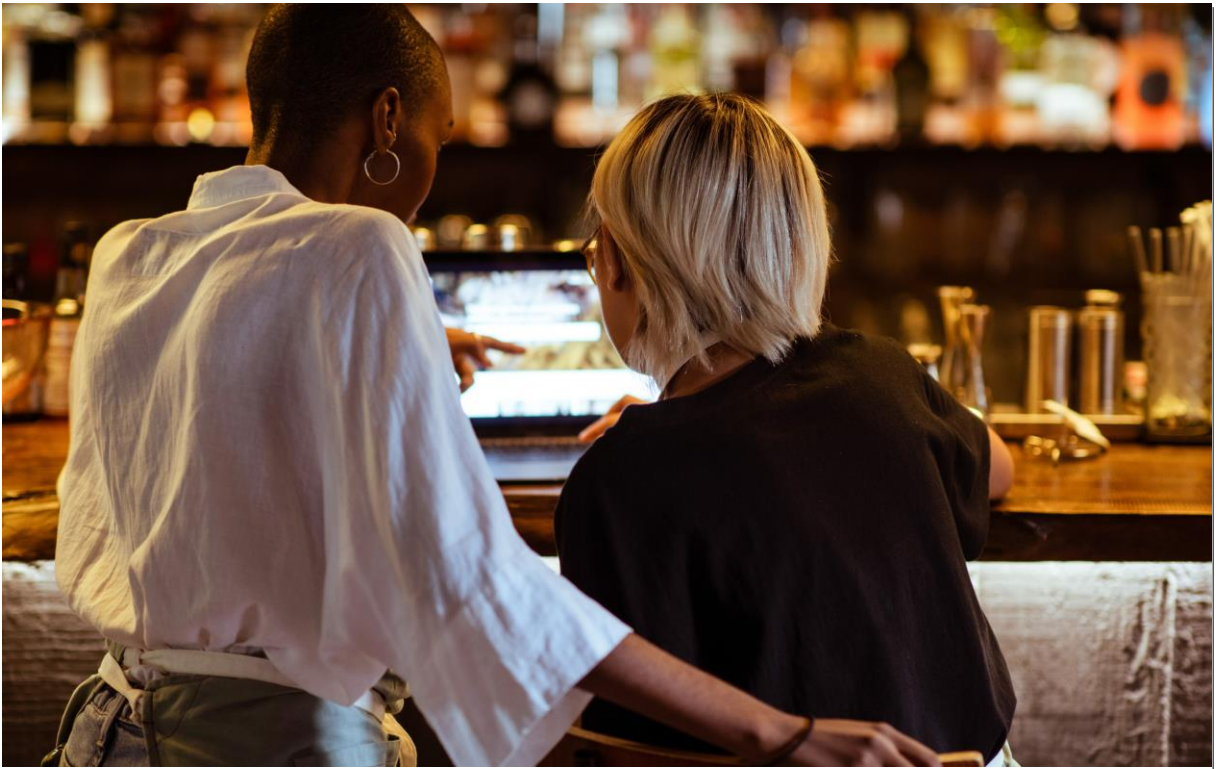


Shifts present some unique hiring challenges. One shift is not equal to another. There are different responsibilities for opening, closing, and prepping for different times of the day. Some shifts will be busier than others, and some may bring in better tips. Those jobs that involve working with money will need the employee to be trustworthy and have a basic knowledge of accounting. Each shift and work have different specifications so one has to hire multiple staff – depending on the number of shifts – that can do the different jobs well.

How are hiring and scheduling linked? Hiring and scheduling are closely related. When you put in a schedule where you put in the exact number of staff required per shift, you might see gaps that need to be filled. Alternatively, you'll find that some staff is not putting in or being able to put in an adequate number of hours to justify having them on board. So, when you find that you are understaffed, you can hire the relevant employees instead of just hiring them and keeping them without work to do. You could also manage staff that comprises of full-timers and part-timers together where all the shifts get covered without hassle. All of this can be kept track of through employee scheduling software.

# Regulating Hiring Process

## Chapter Six



A cloud-based system that can work over any form of a mobile device – iPads, mobile phones, laptops, or desktop helps keep everyone on the same page in real-time. Employees don't need to have access to a certain device at a certain location to know their shift timings or the management doesn't need to always be in the office to approve or reject shift changes or leaves' requests. Management can avoid tricky scheduling conflicts by using a real-time scheduler that is available anywhere. Using the software helps you not be dependent on spreadsheets and be able to access them when you want when required.

Shift schedules also give an overview of how many hours an employee has put in, in that week or month. The pay, for those getting paid by the hour, can be found by looking at the shift schedule. If the schedule doesn't remain up-to-date with shift changes, leaves, etc. then accounting for the exact pay can be very hard. Using a scheduling system that updates in real-time will give the exact hours worked by the employees. This will make it easier for the managers and accounting personnel to handle the payments at the end of the month.

## **Accessing Schedules**

**Chapter  
Seven**



If you use efficient scheduling systems that are available in the market, you can use their features to ensure your staff scheduling runs smoothly and you don't face any or at least minimal staffing issues. These features can include setting up templates of schedules that work best, which will save much time and energy later. Just a few changes and voila! Another way such software will help is by standardizing schedules for the different employees undertaking different job roles. You might just need to change names when required, otherwise, the framework is all set as is.

When you have a scheduling system, management doesn't need to do manual work in making schedules or answering calls and texts regarding changes and leaves. They also won't waste money on having too many people scheduled when they don't need them. On the other hand, with an appropriate workforce, it will be possible for employees to not be overworked or even underworked. Efficiency will be optimized. The analytical feature of employee scheduling software will aid in predicting business and staffing trends. This can guide to set up the right team that works cohesively together towards ensuring the business is a success.

# **Time, Money And Labor Management**

**Chapter  
Eight**



The right technology can change the way you do business. It is critical for restaurants today to stay ahead of the competition with developments in technology. Scheduling software gives you the power to save time and money while also opening up lines of communication between employees. Employees are given the responsibility to manage their schedules with their availability, without having to rely on other people for scheduling information. This is a powerful tool for businesses that want more control over how they operate. A good scheduling software offers benefits like ensuring employees sign in and out at the right time, keeping everyone on the same page regarding any news, changes, etc., experiencing better workforce management, etc.

There is a lot of data that has to be collected in order for management and employees to plan their schedules. Good data also allows managers to account for labor costs. Data means having information like who's working on what days and at which time, so you can make the best decisions about scheduling needs. Data reporting enables tracking labor costs as well because it makes sure employers don't overspend on staff or understaffed when they are not needed. Management can view requests for time off and receive 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. All of this boils down to one basic thing: ensuring the business is a success. Ensuring you have a happy staff that works well with the management in ensuring success is among the major part of it. Having an effective schedule in the workplace contributes to making this possible.

## Conclusion

