Schedule101
Restaurant Workforce Management Systems

ADP Marketplace | Partner
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ADP Client: Hospitality Company, Las Vegas, NV   Release date: October 11, 2019
Number of employees: 900
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Business: The Schedule101 - ADP® integrated solution, accessible through ADP single sign-on, leveraging ADP employee records, is a Workforce Management System, featuring powerful online scheduling. Integrated availabilities, time-off requests, forecasting, along with payroll data, results in optimal, labor percentage-based schedules, for each and every shift. Additional Manager Log functionality helps Managers whether they are at the venue or not, ensure that tasks get done. Schedule101 is a full-blown Communications System, reducing phone calls, driving Manager effectiveness, overall staff efficiency, boosting Employee morale and retention. Learn more about Schedule101 at: https://marketplace.adp.com/schedule101

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Managing staff has long been a challenge for hospitality businesses, especially those with large labor forces and multiple, scattered shifts. Retaining employees is difficult, especially younger staff who most often work on the restaurant floor. According to a recent study from Deloitte[1], 44% of millennials say that, if given the choice, they expect to leave their current employer within the next two years. Staff turnover in the restaurant industry is about 1.6X the private sector workers' 45%[4] or about 70% according to the U.S. Department of Labor / Bureau Statistics[2]. This ADP Workforce Now® client understands the dilemma all too well.

The HR director in Las Vegas, Nevada, manages approximately 900 people in about 10 venues, ranging from fine to casual dining and some very unique, theme based bars. The headcount fluctuates, due to expansion, operational changes, market changes, employee relations matters, and the transient nature of their workforce. This leads to frequent turnover in the workplace. Additionally some employees work in multiple locations, and / or choose to change venues. It's a challenge for a small department to keep up with the new-hire paperwork, training, staffing and onboarding, not to mention all the required communications and confirmations, before venue managers can train and schedule new hires for any shifts.

Retention is critical to ensure ***continued growth, guest satisfaction*** and ***overall productivity.*** The National Restaurant Association (NRA) and TDn2K calculate turnover costs at about $2,000 per new employee and $15,000 per manager[3]. They figure that the average restaurant loses $150,000 yearly in just staff turnover. According to the Center for Hospitality Research at Cornell University, losing a front-line employee costs an employer, on average, $5,864: $176 in pre-departure costs, $1,173 in recruiting costs, $645 on selection costs, $821 on orientation

and recruiting costs, $3,049 on lost productivity while a position is unstaffed.[4] Being short-staffed causes additional angst among managers and line staff alike which could in fact breed even more turnover itself. It could easily be much higher with lost revenues calculated in, for example, if your managers, bartenders, servers have loyal customers who just stop coming as a result. "In today's world, many younger workers don't get promoted, earn more money or respect within a company — they just switch jobs to try to get what they are looking for," says the HR Director. "That makes our situation very tenuous and turnover hurts the bottom line."

To help solve their employee scheduling challenges and boost retention, HR with the Operations Director turned to **ADP Marketplace**, **a digital HR storefront that** offers ADP clients and prospects a collection of **highly rated HR solutions that integrate with their ADP platform**. With help from ADP representative Emily Biehl, they found Schedule101™. When integrated with ADP, the solution shares employee data between their ADP platform & Schedule101, offering managers an easier way to manage their shift workers. Amongst other notifications, managers are alerted by text and / or email of employee availabilities & time-off requests, which appear in the scheduling grid along with any scheduled events, driving managers to react / plan accordingly, all the while ensuring they meet their scheduling and labor % requirements. Managers can easily communicate through the system otherwise, to find, compromise or simply override them, if necessary. Employees are automatically notified by email and texts of schedule postings, new shift availabilities and can view, add, drop & swap shifts, all subject to manager approval through the system. Best management practices via Schedule101 include: communications to all staff, by department, to specific employees, broadcasts from management to, or amongst employees, with centralized access to events, policies & procedures, virtually any kind of publishable information, resulting in knowledge dissemination of relevant aspects of their work environment & task management. All of this and more helps boost morale, thus improving the guest experience, driving sales, profitability & staff retention.

"Our big push right now is *equipping front and back-of-the-house managers* with *tools to better and more easily manage our shift workers*," says this experienced HR Director, who has been using ADP Workforce Now® since 2018. "I also wanted to *avoid double entry* of *employee information* for **onboarding and terminations**."

Using Schedule101, the company is already benefiting. In addition to scheduling, the company is considering still to-be-used current and planned capabilities from Schedule101 for front and back of the house applications including, more manager log features, food management to help with stringent HACCP temping and labeling and more.

"We are now *refining labor percentages* using **imported ADP employee and department labor rates** over **Schedule101 projections**," says the Ops Director. *Forecasting 7 days of revenues is easy for an experienced Manager and these show up on the scheduling grid along with total labor over sales with percentages, by department and per venue as schedules are refined. This drives optimization*, adding that, *"Venue & Regional managers like the Schedule101 platform from single and multi-unit manager operations perspectives."*

HR state that the ADP Marketplace experience has gone smoothly, like the ease of onboarding, single sign-on to all venues and are keen on using more of the Schedule101 **HR features** such as **authenticated and secure, positive or negative, employee write-ups**, **test-score tracking** and more.

"If there's anything that can help us more efficiently and effectively find, manage, retain and help managers manage people and the business, our team is open to exploring it — especially if it integrates seamlessly with our current infrastructure and payroll."

About ADP Marketplace

ADP Marketplace is your digital HR storefront, designed to help you create more efficient HR processes for your business. It gives you the unique ability to explore and purchase HR solutions that can automatically connect to your ADP® platform so you can run your business more effectively and efficiently.

Each ADP Marketplace solution has passed world-class security assessment to help safeguard the confidentiality and integrity of your employee data. Security Magazine ranked ADP's security program first among all business services organizations in 2017.[5]

Footer:

1. https://www2.deloitte.com/global/en/pages/about-deloitte/articles/millennialsurvey.html
2. https://guide.michelin.com/us/en/california/article/features/restaurant-employee-turnover & https://www.bls.gov/jlt/
3. https://www.restaurantdive.com/news/national-restaurant-association-takes-on-employee-retention/555200/
4. https://www.chefhero.com/blog/restaurant-turnover-rate
5. Security Magazine, 2017 Security 500 Rankings