

FRONT OFFICE SCHEDULE

MONTH: MARCH	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
REGISTRATION:	3/30	3/31	4/1	4/2	4/3	4/4	4/5
Molly	7 REG	7 REG	R	7 CASH	7 CASH	R	9 CASH
Lynn	1	110	DEL	UN	1		
Martha	B4	B4	B4	B4			B4
Mary	4	4	4			4	4
Susan		3	3		4	3	2
Lisa	8			3	3	2	9
LJ		7	7	7	7	7	
Joanne	3	2	2	2	2		
Grace			4	4	B4	B4	3
David	5			5	5	3	5
Una			7	7	7	7	7
Michelle	7	8	8	10	10		
Denise	12	3	R		12	10	10
Mink	12	12	12	12	12		
Michael	R	R	8 CASH	8 REG	8 CASH	8 CASH	8 CASH
Edith	9 orient	9	9	9	9		
CASHIER:							
Mita	5	5	5	5	R	5	R
Joel	10	10	10	10	10		
Craig	7	7			R	R	R
Helen	3		3	3	4		4
Maggie	7	7			7	7	7
Donna			7	7	9	7	7
Annette	R	8	7	8	R	10	10
Lauren			VACATION				
Night Audit:							
Heather	11 pm	R	R	12	11	12	12
Gary		VACATION					
Toan	R	11	11	11	R	11	11
Manita (Training)	12 pm	12	12	12	12		
Supervisors:							
Shawn Credit	4	4			4	4	4
Stephanie		9	9	9	9		7
Rob	3	3	R	12	3	12	R
Tom			8 pm	4	9 pm FASH	4	3
Bill	3	3	3	3	R	R	3
Larry	9 AM FASH	8 PM FASH			3	3	12
Elizabeth	7	7	12	7	7	R	R
Charus		R	7	7	7	7	R
Mary	7	7	7	R	R	7	7
Darryl	12	12	3		7	8	
Joe	7	7	7	7	R	R	7
Assistant							
ARRIVALS:	535	550	600	505	520	530	425
DEPARTURES:	280	530	530	560	670	360	605
OCCUPANCY:	965	975	1035	970	810	970	780

Demand

SCHEDULE VARIABLES

Business analysis: Monday-Thursday: We are basically a Corporate Traveler's hotel during these days. Our peak check-in hours are: 5:00-9:00p.m. Our peak check-out hours are: 6:00-9:00a.m.

Friday&Saturday: We turn into a weekend traveler's hotel. Our peak check-in hours are: 11:00-4:00p.m. Our peak check-out hours are: 11:00a.m.-2:00p.m.

Sunday: Peak check-in hours are: 6:00-9:00p.m. peak check-out hours same as Fri&Sat 11:00a.m.-2:00p.m.

Work Shifts: On the Registration side (check-in): The shifts start at 7:00a.m. and can be spread out throughout the day. On the Cashiering side (check-out): The shifts start at 6:00a.m., it is helpful to have a swing shift to help cover lunch breaks. The cashiers have to leave their shift 45 minutes prior in order to "bank out" their days work.

On the Night Audit side: The shifts are 11:00 p.m.-7:00a.m and 12:00p.m.-8:00a.m. You must always have at least two on each shift.

Supervisors & Assistants: There are 8 supervisors and two assistants. A comfortable day would be to have 3 a.m. opening supervisors starting at 7:00a.m. and 2-3 p.m. supervisors starting at 3:00-4:00p.m. and one swing shift at 12:00noon. The assistants should be one in the morning 7:00a.m. and one split shift 12:00. The manager usually takes off Sat.&Sun. and one of the assistants should be scheduled on those days.

Staffing Guide: The staffing guide can be used as a guideline as to how many clerks you need scheduled for the number of arrivals and departures for that day. (See the very bottom of the schedule.)

Employee Requests: The employees have the opportunity to request specific days off so they change each week. There are a few employees who have classes and their schedules are set each week. They are as follows:

LJ: Has class M-F at 8:00p.m.
Joanne: Has to work midday shifts
Lisa: Sat.&Sun. schedule after 8:00a.m. due to train commute.
Susan: Tues. class from 11-12noon
Thur. class 5-7p.m.
Sat.class 11-1p.m.
Molly: Wed.&Sat. classes
Martha: Is what we call the BUCKET person (B4 is noted on the schedule) Her alternate person is Grace.