**Research: Fourth**

Fourth is a management tool that allows companies in the hospitality sector to gain access to a rota, HR (Human Resources) administration and POS data that is imported to the tills and card machines. Fourth allows restaurants to tailor their access for distinct roles. For example, if you’re a server you should only have access to their personal details if they need to be updated or access their rota and request a holiday; However, if you’re the general manager they would need to see details of all the colleagues that work at the restaurant and edit rights to make changes to the rota.

Whilst working at my placement, I work closely with restaurants that use Fourth. When I came to dealing with requests or issues, many restaurants found it frustrating that they were not given much access rights even if they were a manager, for example removing a former employee from the rota it would have to be done someone in the HR Department. Other complaints mentioned how outdated the website looked and too navigation tabs at the top had too many sub-pages to access, making it time consuming and complex to understand where they need to go to do a general task on the system.

Comparing Our Concept to [NAME], we have made a more user-friendly application which is convenient to navigate around and not have too many navigation tabs to choose from. We also implemented a forum where members of staff can discuss or be addressed with any changes that are happening or ask if anyone would like to swap shifts. We have also added a calendar which employees can check their rotas or any events that they have been added onto.

Fourth also do not have a feature for uploading training documents and videos, which during placement, restaurants had to use another application or store them onto their PC or laptop. To make it more convenient for the restaurant, we have made a page where managers can add documents and videos making it easier to navigate to all-in-one place.

Payslips are provided by the manager of the restaurant or the HR department, this depends on if the restaurant by itself or is part of the chain. We have added a payslips page where employees can view their payslips all in one place to avoid being sent an email or been given a hard copy which can get lost. Having them stored all in one place makes it much more organised and easier to find their payslips.

Overall, Fourth do provide great features, however I feel like our concept to make restaurants feel much more organised in a fast-paced environment.

**References**

Fourth (n.d) *Fourth’s website* [Online]Available at: <https://uk.fourth.com/> [Last Accessed: 16th November 2022]