Chaos Control

Capstone

Honor Pledge: I acknowledge that the Capstone Project is an independent study project to be completed individually. On my honor, I have not received aid on my Capstone Project other than what was provided by my faculty mentor and any persons explicitly cited in my work. I further acknowledge that if I have given any aid to another student in this course, the instructor of this course was made aware of my contributions.

I would like to create an app. This application would serve its purpose as scheduling software to manage all of Bartaco's employees. This application will be accessible through pc, apple, and android platforms. Through this app from the manager side he or she will be able to schedule all of its employees a month in advanced. It will help the manager to schedule all of their employees on the appropriate days. He or she will never have the authority to schedule someone on a day an employee is not available. The manager will click on a certain day and time and have list to choose from of whom to put on the schedule. The manager will also have the authority to approve or deny any requested time off. Once the time off has been granted the manager will no longer be able to schedule that person on that particular date and time. This will relieve the scheduling manager of not having to remember everyone's availability and time off requests for that particular month.

From the employee's side they will be able to view their schedule on a monthly calendar. Next, they will be able to send in their availability and time off requests through the app. The availability and request time off will not be set in stone through the app until the manager has approved it. Once the manager approves either or then the manager will not be able to schedule that employee on those particular days.

For a year now I have been employed at this restaurant called "Bartaco". As a person who is scheduled for multiple decisions, sometimes there are confusions as to what position will I be working today. Also, there are times I am doubled scheduled or put on the schedule when I am not available due to school or other obligations I have to fulfill. In the grand scheme of things I am not the only one who has to deal with this inconvenience. The majority of us are crossed trained to work in other positions. Some employees like me work in more than just one other position. For example, I am a server, bartender, expeditor, and floor supervisor. You can only imagine how often confusion happens as to which position I will be working on that particular day.

We are a staff of over 150 people. That includes chefs, line cooks, bus boys, food runners, drink runners, hostess, servers, bartenders, and take out cashiers. There is one manager that is in charge of scheduling the entire staff of Bartaco. I'm sure you can already assume that every employee does not have an open availability to work. Most if not all employees have another job, school, and other obligations they have to fulfill. With that being said, to have one person be responsible with scheduling every single person for that week can bring a high volume of stress to the work place. Also, to have everyone's availability written down some where is more than likely time consuming. The manager would have to flip back and forth to make sure everyone is scheduled appropriately. I can already assure you there has been multiple times where someone was put on the schedule on a not available day.

The reason it is important because if you are someone who is running the day to day operations for an establishment of this capacity, then you would want everything to go as smooth as possible. With making sure that the food and drinks are coming out perfect and on time, the

last thing a manager needs to worry about is if everyone is here for their shift or not. Also, if someone happens to call out sick or for an emergency a manager has no way to know who to call to see if someone can fill that void. He or she might waste time in calling people who are not even available for that particular day. Another reason it is important is because throughout the year people have finals, family vacations, and other appointments they need to attend. Just sending an email or by word of mouth for requesting time off may be a tad bit tedious. Having one person search through hundreds of emails each week for time off can be time consuming. He or she also may have missed a request which can be highly inconvenient for someone.

A third reason of why scheduling correctly is important is so that the manager can keep a constant control on payroll. For most if not all restaurants having more employees on the clock than what the actual restaurant is bringing in means they are losing money. On a grand scale of things having more employees on the clock than needed can make the restraint lose money and eventually go bankrupt. Keeping a close tab on the sales as the day goes on is an important responsibility for the manager on duty.

My first assumptions would be if I were actually creating this app would be that once that app is created it would make the work place more organized that it ever was before. It would take a lot of stress off of the scheduling manager. I will be using my work place as a reference for working in an environment without a scheduling app. I will then compare it to a restaurant that uses a scheduling app. My position on this topic is that I believe every restaurant with over 50 employees should be using some type of software to schedule their employees. It will leave very little room for error.

The faculty member I have chosen to work with on this topic is Dr. Murphy. I spoke to her at the beginning of the semester asking her if I was to need any help will she help me. She was more than gladly to be my mentor for this project.

I believe that my project will take about 4 months to complete. I would like to collect data to see how long it would actually take to create an scheduling app from scratch for a restaurant. Then I would like to get a couple of statements from employees from both sides to see the pros and cons of working with an app and not working with an app. That would give me great insight of how well an app really works. In addition to my references, I can use my own personal experience with what it feels like to work without an app. I will try to give an equal amount to each section. I would say three weeks each section.