



# SCHEDULE WRITING

KEEP IN THE OFFICE ON  
CLIPBOARD FOR REFERENCE

Utilize this job aid when forecasting and writing your schedules. This will give you guidance on timelines, watch outs and how to properly follow the Labor cycle.

## STEP 1:

### ACES IN PLACES

- Have conversations with all TMs on availability to schedule Aces in Places to deliver a great TM and Guest Experience.
- Validate that current availability is accurate in HotSchedules for schedule writing.
- **Core vs Fringe exercise completed:** Identify core 2/3 and Fringe 1/3 and ensure availability is up to date in HS with each TMs availability.

## STEP 2:

### UTILIZE THE FORECAST/SCHEDULE TIMELINE

DAYS BEFORE WEEK STARTS	14 THUR	13 FRI	12 SAT	11 SUN	10 MON	9 TUE	8 WED	7 THR	6 FRI	5 SAT	4 SUN	3 MON	2 TUE	1 WED	SCHEDULE STARTS THR
GENERAL MANAGER	FORECAST & INPUT ML SALES FRI BY 4PM					REVIEW SCHEDULE & PROVIDE FEEDBACK TO SCHEDULE WRITER						POST SCHEDULE MON BY 5PM			
SCHEDULE WRITER			PLAY RESTAURANT			WRITE SCHEDULES			INCORPORATE GM FEEDBACK FRI BY 4PM	PLAY RESTAURANT					
DIRECTOR OF OPERATIONS				INSPECT FORECAST 10 DAYS OUT; INSPECT SCHEDULE 3 DAYS OUT								INSPECT FORECAST 10 DAYS OUT; INSPECT SCHEDULE 3 DAYS OUT			INSPECT PRIOR WEEK RESULTS & PROVIDE FEEDBACK

- Follow the timeline.
- Forecasts done by Fri 4PM.
- Write schedules Mon-Wed.
- Schedules reviewed & finalized by Fri 4PM.
- DOs review schedules Mon.
- Schedules posted by Mon 5PM.

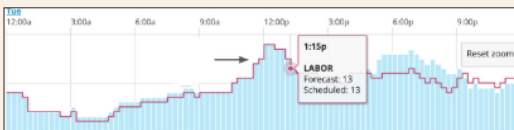
**WATCHOUT:** Avoid making adjustments or generating labor more than 10 days prior to schedules posting

## STEP 3:

### WRITING A GREAT SCHEDULE

#### LABOR VOLUME CHART

- Leverage blue bars to ensure schedules align to the forecast.
- USE chart to adjust in/out times as needed and to inspect/coach adherence to the schedule.



#### GUEST PER HOUR

	Min	Max	Avg GPH Target*
Cook	2	7	16.7
Dish	0	1	67.5
Server	1	20	12.8
Runner	1	10	32.0
Bartender	1	2/3	129.9
Togo	0	8	17.3
Host	0	3	46.6
QA	0	2	190.0

\*May vary by lunch/dinner and day of week

- Check out GPH targets by job codes. This shows you what drives productivity targets.
- Opening and closing fixed hours are provided based on volume bands.

## STEP 4:

### POST SCHEDULES BY 5PM ON MONDAYS

In order to create a better quality of life for your TMs, make sure to post all schedules by 5pm on Mondays.



# LABOR CARD EXECUTION

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## STEP 1: HS LABOR CARD SETUP

To setup your Labor Card go to **Reporting > Dashboard > Labor Card Settings** in HotSchedules. Setup your Labor Card to the following specs:

- **Labor Card Details:** Check *Guest, Actual and Cumulative Guests*
- **Roster Details:** Check everything **EXCEPT** Phone Number
- **Row Separator:** Check *Alternate Shading*
- **Report Modules:** Show *Overtime Warnings*
- **Available Shifts:** Check *AM & PM*
- **Schedules:** Select them All
- **Print Preference:** *Landscape*
- **SAVE** settings

**PRO TIP!** Once you SAVE, it will automatically save your settings moving forward.

The screenshot shows the 'LABOR CARD SETTINGS' interface with the following sections:

- LABOR CARD DETAILS:**
  - ☒ Guest Counts, ☐ Cumulative Sales, ☐ Actual Sales, ☒ Cumulative Guests
  - ☒ Actual Guests, ☐ Cumulative Hours, ☐ Actual Hours
- ROSTER DETAILS:**
  - ☒ First Name, ☒ Last Name, ☒ In Times, ☒ Out Times
  - ☒ Jobs, ☒ Locations, ☒ Un-Posted Shifts, ☒ House Shifts
  - ☐ Telephone Number
- DISPLAY OPTIONS - ROW SEPARATOR:**
  - ☐ Single Line, ☒ Alternate Shading
- REPORT MODULES:**
  - ☐ Show flagged Logbook entries on roster | Selected Date
  - ☒ Show Overtime Warnings
- AVAILABLE SHIFTS:**
  - ☒ AM, ☒ PM
- SCHEDULES:**
  - Select All | Select None
  - ☒ Bar, ☒ Bus, ☒ Delivery, ☒ Dish
  - ☒ Food Runner, ☒ Host, ☒ Kitchen, ☒ Manager
  - ☒ Marketing, ☒ Meetings, ☒ Night Cleaner, ☒ QA
  - ☒ Server, ☒ Shift Leader, ☒ Silverware, ☒ To Go
  - ☒ Training

## SHIFT EXPECTATIONS

### STEP 2: PRE-SHIFT

- Print Labor Card each morning of the shift for accurate hours
- Review TMs approaching OT & highlight
- Know who your first outs will be starting Thursday  
**PRO TIP!** Reviewing OT Thurs. allows you to focus on reducing hours for TMs with excessive OT
- Identify Peak Times during shift hand off

### STEP 3: RUNNING THE SHIFT

- Run flash report every hour to compare cumulative Guest forecast to actual - write in Guest counts on the Labor Card.
- Make cuts if necessary
- On busy shifts, first cut TMs' stations should be filled up then cut during peak business hours.  
**\*DO NOT wait to cut.**
- Write the actual time that TMs clock out on the Labor Card to compare to scheduled out time.

The screenshot displays a detailed Labor Card report with columns for Sales Time, TMs, Guests, and various station counts (BART, COOK, DESS, FOM, HOST, TOLG, Total). It also includes a 'Weekly Overtime Warning' section and a 'Data & Time Corrections' table.

Station	Forecast	Actual	Diff
Bar	10.00	10.00	0.00
Food Runner	10.00	10.00	0.00
Marketing	10.00	10.00	0.00
Server	10.00	10.00	0.00
Training	10.00	10.00	0.00

**PRO TIP!** Saving 25 minutes a day will help eliminate almost 3 hours of OT each week.

### STEP 4: POST SHIFT

- Keep Labor Card for schedule writing reference for **two weeks** in the Quarterly Binder for when writing schedules.