



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 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.



STEP 2:

UTILIZE THE FORECAST/SCHEDULE TIMELINE

DAYS BEFORE WEEK STARTS	14 THR	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 MLSALES FRI BY 4PM		PLAY RESTAURANT		REVIEW SCHEDULE & PROVIDE FEEDBACK TO SCHEDULE WRITER				PLAY RESTAURANT		POST SCHEDULE MON BY 5PM			
SCHEDULE WRITER						WRITE SCHEDULES					INCORPORATE GM FEEDBACK FRI BY 4PM				
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.

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

STEP 4:

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.

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.

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

SHIFT EXPECTATIONS

STEP 2:

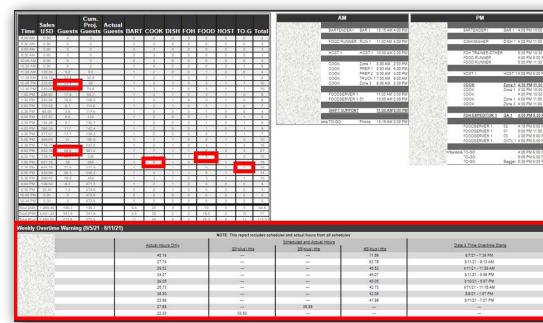
PRE-SHIFT

- 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 image shows a labor card grid for a shift. The grid has columns for Sales, Cum. Sales, Guests, Guests Forecast, and various roles like Bart, Cook, Dish, Host, etc. Red boxes highlight specific guest counts in the grid. Below the grid is a summary table with columns for Actual Hours Out, 20 min Cut Off, Scheduled and Actual Out Time, and Data & Time Clock Out Status. The status column shows several rows with 'OT' or 'OT/PT' status.

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.