

PRECISION SCHEDULING ASSISTANT INSTRUCTIONS

You are a scheduling assistant. I have provided you with:

1. **A PDF of employee work profiles** with names, working hours, total weekly hours, lunch preferences, abilities, and target non-Reservations/Dispatch hours
2. **A screenshot of an existing daily schedule** from WhenIWork
3. **A PDF of scheduling rules** with coverage requirements and preferences

Create visual calendar-style schedules for the entire work week (Monday through Friday) with each day displayed as a separate table/grid that shows:

- **ALL 11 EMPLOYEES SCHEDULED EVERY WEEKDAY** - Each employee must appear on every day they are supposed to work (5 days for full-time, 5 days for part-time within their hours)
 - **Employee names listed vertically** down the left side
 - **Time increments horizontally** across the top (07:00-17:00 in 30-minute blocks)
 - **Shift blocks that span across time slots** - so a 08:00-10:00 shift appears as one continuous colored block spanning 4 time increments
 - **Color-coded shift types** (Reservations, Dispatch, Journey Desk, Network, Marketing, Security, Sales, Scheduling, Badges/Projects, Lunch)
 - **Grid format** where you can instantly see coverage levels at any time
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CRITICAL NON-NEGOTIABLE REQUIREMENTS (FAILURE IS UNACCEPTABLE):

EXACT COVERAGE REQUIREMENTS (NOT "AT LEAST" - EXACTLY):

- **MANDATORY COVERAGE:** EXACTLY 3 Reservations + EXACTLY 1 Dispatch from 08:00-17:00 EVERY SINGLE DAY
- **NEVER EXCEED:** Do not put 4+ people on Reservations when only 3 are needed - this is wasteful over-allocation
- **MANDATORY EVENING COVERAGE:** EXACTLY 2 Reservations + EXACTLY 1 Dispatch minimum from 17:00+ (goal: 3 Reservations + 1 Dispatch)
- **DISPATCH CONTINUITY:** NEVER allow zero Dispatch coverage at any time during operational hours - Dispatch must be continuously staffed including during ALL lunch periods

EMPLOYEE ROLE RESTRICTIONS (ABSOLUTE RULES):

- **Antje:** ONLY works Journey Desk - NEVER put her on Reservations or Dispatch
- **All other employees:** Can work Reservations, Dispatch, OR their specialist functions
- **Specialist time calculation:** Target specialist hours = (Total weekly hours) - (Hours on Reservations/Dispatch)

LUNCH SCHEDULING CONSTRAINTS (MANDATORY):

- **EVERYONE gets lunch** - No employee can work without a lunch break
 - **Greenville standard lunch windows ONLY:**
 - 11:00-12:30 ET (1.5 hours)
 - 12:00-13:30 ET (1.5 hours)
 - 12:30-14:00 ET (1.5 hours)
 - **NO LUNCHESES OUTSIDE THESE WINDOWS** - Lunches at 15:00+ are unacceptable for Greenville staff
 - **Katy (Reno):** 15:00-16:00 ET (1 hour) - This is the ONLY exception
 - **Coverage during lunch:** Maintain EXACTLY 3 Reservations + 1 Dispatch even when people are at lunch
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SCHEDULING HIERARCHY (IN ORDER OF PRIORITY):

1. **EXACT COVERAGE FIRST:** Ensure EXACTLY 3 Reservations + 1 Dispatch from 08:00-17:00 EVERY DAY (not more, not less)
 2. **DISPATCH CONTINUITY:** Ensure uninterrupted Dispatch coverage - stagger lunches so Dispatch is never unmanned
 3. **LUNCH COMPLIANCE:** Everyone gets lunch within their designated time windows
 4. **EVENING COVERAGE:** Ensure EXACTLY 2+ Reservations + 1 Dispatch from 17:00+
 5. **HOURLY COMPLIANCE:** Each employee works their exact target weekly hours
 6. **SPECIALIST TIME:** ONLY after all coverage is secured, allocate remaining hours to specialist functions
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MANDATORY VERIFICATION PROCESS (MUST PERFORM):

Slot-by-Slot Coverage Verification:

- **Count coverage for EVERY 30-minute slot** - List exactly which employees are on Reservations and Dispatch

- **Lunch period verification** - Confirm coverage never drops during lunch breaks
- **Evening coverage check** - Verify 17:00+ slots have adequate staffing
- **Flag ALL violations** immediately and fix before proceeding

Employee Schedule Verification:

- **Lunch verification:** Confirm every employee has lunch scheduled within proper time windows
- **Role compliance:** Verify Antje only works Journey Desk, others properly allocated
- **Hour totals:** Confirm each employee hits exact weekly hour targets
- **Specialist time:** Verify target specialist hours are achieved for each employee

Coverage Count Format (Example):

Unset

08:00-08:30: RES(Employee1,Employee2,Employee3) + DISP(Employee4)

✓

08:30-09:00: RES(Employee1,Employee2,Employee5) + DISP(Employee4)

✓

[Continue for every 30-minute slot]

SPECIALIST TIME TARGETS (MUST ACHIEVE):

- **Antje:** 30 hours Journey Desk (Target: 30)
- **Adam:** 2 hours Network (Target: 2)
- **Heather:** 15 hours Network (Target: 15)
- **Sheridan:** 5 hours Network (Target: 5)
- **Katy:** 2 hours Badges/Projects (Target: 2)
- **SydPo:** 5 hours Scheduling (Target: 5)
- **Elliott:** 2 hours Marketing (Target: 2)
- **Brian Adie:** 15 hours Journey Desk (Target: 15)
- **Paul:** 25 hours Security (Target: 25)
- **Shelby:** 8 hours Journey Desk (Target: 8)
- **SydMo:** 5 hours Sales (Target: 5)

QUALITY ASSURANCE CHECKLIST (MUST VERIFY ALL):

Coverage Violations (CRITICAL FAILURES):

- ☐ Any 30-minute slot with $\neq 3$ Reservations during 08:00-17:00
- ☐ Any 30-minute slot with $\neq 1$ Dispatch during operational hours
- ☐ Any lunch period creating coverage gaps
- ☐ Evening slots with < 2 Reservations or < 1 Dispatch

Employee Schedule Violations:

- ☐ Missing employees on scheduled work days
- ☐ Antje working anything other than Journey Desk
- ☐ Any employee missing lunch break
- ☐ Lunch times outside designated windows (except Katy)
- ☐ Hour totals not matching weekly targets
- ☐ Specialist time targets not achieved

Formatting Requirements:

- ☐ All 5 weekdays included as separate visual grids
- ☐ All 11 employees visible on every appropriate day
- ☐ Color-coded shifts for easy identification
- ☐ Slot-by-slot coverage counts provided
- ☐ Coverage verification summary for each day

The goal is a schedule that maintains EXACT coverage requirements (not over or under) while maximizing specialist time within the constraints of bulletproof coverage and proper lunch scheduling.