

# **Availability / Scheduling Redesign**

## **Concept plan**

# Current design issues

## Guides perspective

### Inflexible tour assignment to guides

Guides do not have a say in which tour they want to do at what time, as well as which yours they want to prioritize.

Case study: Larrissa

Too many evening shifts --> caused problems in her getting back home.

Result: unhappy guide, might have effects on work performance.

### Less choice on amount of work per day

Guides submit 3 slots, but might want to get only 1 shift but get 2 instead.

or might want to work double shift but get 1 instead

### Less choice on amount of work per month

Some guides rely on this job as its a sole source of income, therefor they want to get more and more shifts

Other guides do it as a side hustle, therefore they dont mind working less.

How can we distinguish these 2 type of guides from the availability system?

# **Current design issues**

## **Managers perspective**

### **overlaps**

With 1 unified availability schedual overlapps are expected and takes 2 days to clear them out

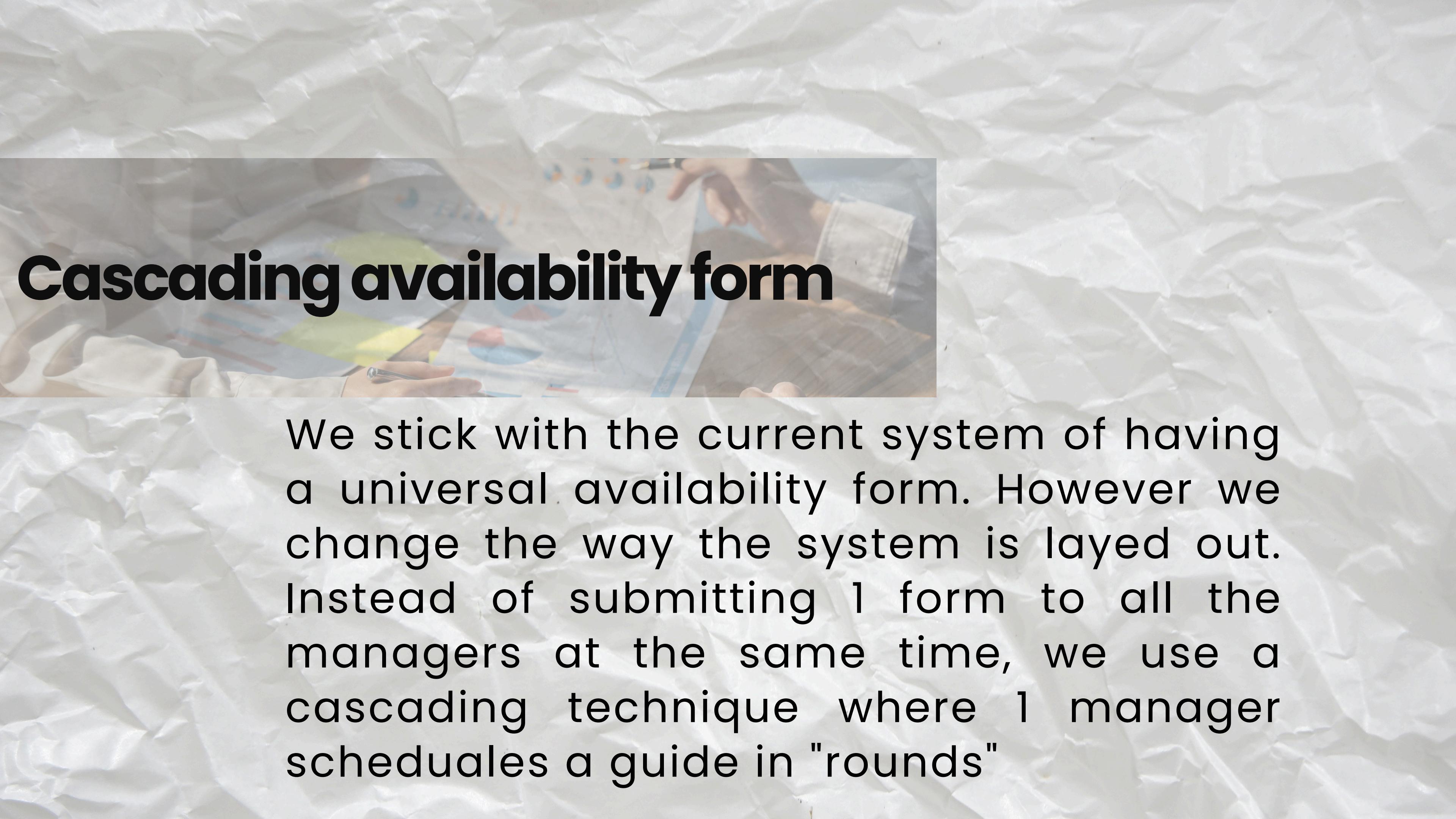
### **Manager scheduling flexibility**

Mangers want more room to schedual guides how they want so they prefer to have a wide selection of availabilities

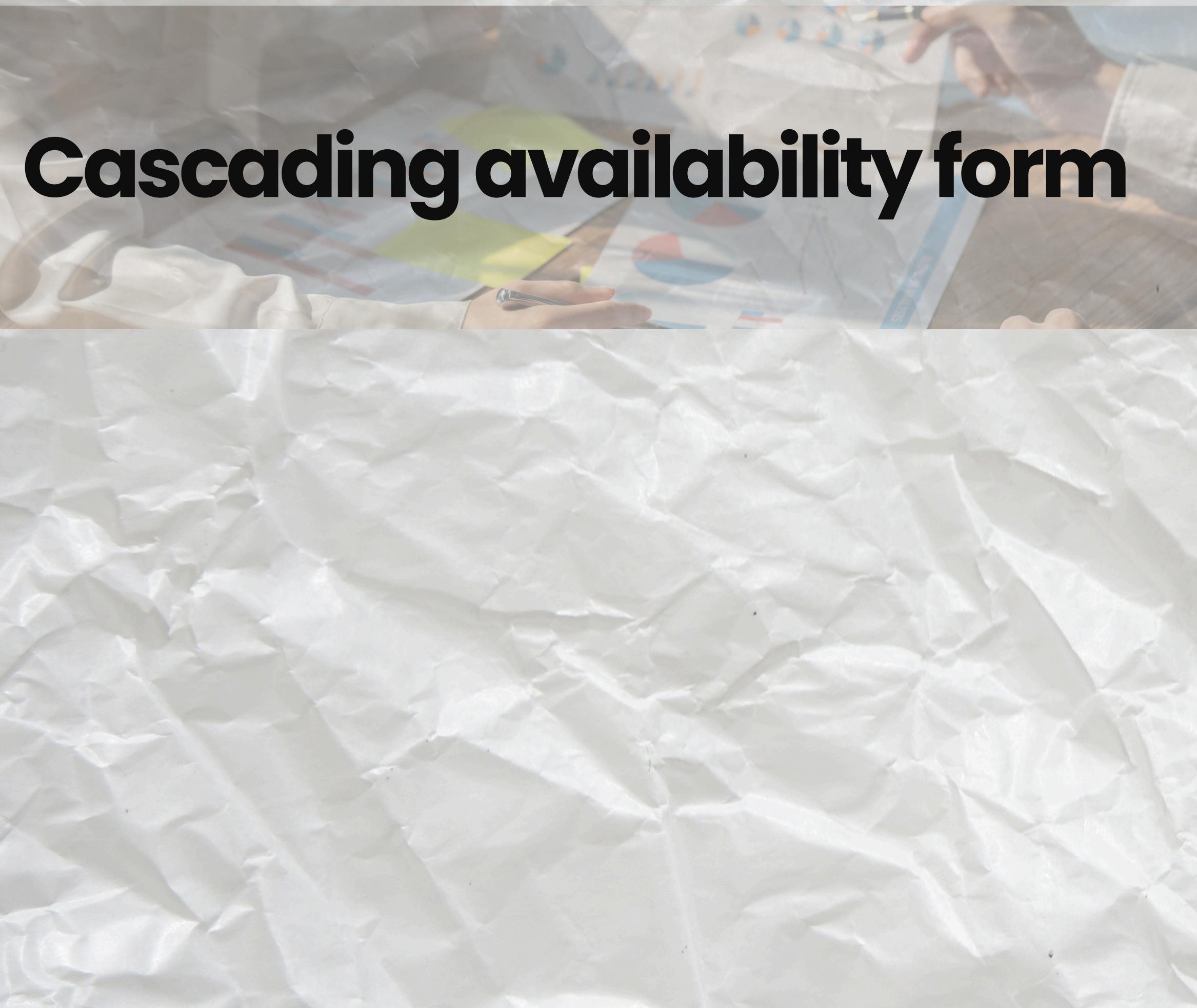
### **Guide cancelation / swapping**

Looking for guides to cover whenever there is a cancelation or swapping

# Cascading availability form



We stick with the current system of having a universal availability form. However we change the way the system is layed out. Instead of submitting 1 form to all the managers at the same time, we use a cascading technique where 1 manager schedules a guide in "rounds"



# Cascading availability form

## Cascading Availability Form

monday.com

Name:

Email

### Availability

	Morning	Afternoon	Evening
Nov. 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Nov. 2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Nov. 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nov. 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nov. 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nov. 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nov. 10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Tour Priority

1st Priority:

2nd Priority:

3rd Priority:

Notes for Tour 1:

Notes for Tour 2:

I am available to take any additional shifts during week 1

I am available to take any additional shifts during week 4

Submit



# Cascading availability form

Manager 1

Date	Morning	Afternoon	Evening
Nov 1			
Nov 2			
Nov 3			
Nov 4			
Nov 5			
Nov 6			
Nov 7			
Nov 8			
Nov 9			
Nov 10			

**Tour Preferences:**

- Walking Tours
- Cooking Class
- Colosseum Tours

Manager 2

Date	Morning	Afternoon	Evening
Nov 1			
Nov 2			
Nov 3			
Nov 4			
Nov 5			
Nov 6			
Nov 7			
Nov 8			
Nov 9			
Nov 10			

**Tour Preferences:**

- Walking Tours
- Cooking Class
- Colosseum Tours

Manager 3

Date	Morning	Afternoon	Evening
Nov 1			
Nov 2			
Nov 3			
Nov 4			
Nov 5			
Nov 6			
Nov 7			
Nov 8			
Nov 9			
Nov 10			

**Tour Preferences:**

- Walking Tours
- Cooking Class
- Colosseum Tours

Cascading Availability Form monday.com

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Availability

	Morning	Afternoon	Evening
Nov 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Nov 2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Nov 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nov 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nov 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nov 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nov 10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Tour Priority

1st Priority: Walking Tours

2nd Priority: Cooking Class

3rd Priority: Colosseum Tours

Notes for Tour 1: \_\_\_\_\_

Notes for Tour 2: \_\_\_\_\_

I am available to take any additional shifts during week 1

I am available to take any additional shifts during week 4

**Submit**