



LABOR OPTIMIZATION CHECKLIST



PREPARE YOUR SCHEDULE

Easy to follow step-by-step guide for producing staff schedules that meet customer demand.

Forecast

- Consider weather and local events that may affect sales
- Forecast your Sales + Customer demand accurately

Schedule

- Where possible, look to create consistent schedules for your staff
- Check staff are available for scheduled shifts
- Tweak and adjust schedules to match staff with sales and customer flow

Optimize

- Check your weekly labor cost percentage. If over target, find your highest day and begin editing. For maximum optimizations:
 - Check the hourly labor cost percentage on the highest day
 - Edit shifts at your peak time. You should never be outside labor metric ranges at your busy times.
 - Double check your changes bring customer staff ratio within target
 - Make sure across each day your customer to staff ratio maximizes revenue opportunities
 - Work through each of the highest labor cost percentage days until the weekly target is met.
- Provide timely communication to staff of their scheduled shifts across multiple platforms
 - Email
 - Post on your notice board
 - Push notifications

ACTION YOUR SCHEDULE

Take real-time action to ensure labor and customer service targets stay on track.

- Approve timesheets as shifts are completed
- Check labor cost percentage and customer staff ratio are on target
- Make adjustments to staffing to match sales
- Make sure staff work to your schedule

REVIEW YOUR SCHEDULE

Easy to follow step-by-step guide for producing staff schedules that meet customer demand.

- If labor cost percentage is higher than planned, you are spending too much on wages and risk running your business at a loss.
- If your customer to staff ratio is less than planned, you are missing revenue opportunities.
- If your customer to staff ratio is greater than planned, you are understaffed staff and risk having grumpy customers waiting in long lines.

Possible problem sources:

- Staff were not managed to the schedule - evident if wages are higher than expected but actual sales match your forecast.
- Sales were not as high as expected - incorrect forecasting, more attention to accurate forecasting is required.
- Not enough staff were scheduled at busy times, revenue opportunities missed - customer to staff ratio will indicate this (if over the target ratio).



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The **ZUUS Org** multi-unit variance reporting tool empowers Managers to easily access key information to fully optimize labor scheduling.

Compare rostered vs actual performance in real time across your entire business. Identify under-performance and take action. ZuusOrg Variance Reporting provides operations and management with actionable information for informed decisions.

ZUUS
WORKFORCE

OPTIMIZE YOUR WORKFORCE TO IMPROVE CUSTOMER SATISFACTION

**BOOK A
FREE CONSULTATION
TO FIND OUT HOW.**

BOOK NOW