Smart Scheduling for Hotel and Hospitality

Helping hotels improve their bottom line with simplified scheduling and more efficient time and attendance tracking.

The Bayside Hotel and Resort is a 135-room, 5-story complex which includes a hotel, two restaurants, and a small business center. There is no "typical" day for The Bayside Hotel, and they depend on a diverse workforce to handle a wide range of guest requests at every hour of the day.

To keep an otherwise chaotic operation running smoothly, Bayside faces workforce challenges that range from last-minute sick leave to schedule changes to unplanned overtime. With their reputation resting squarely on their ability to serve guests with personal care, workforce management is a primary concern at Bayside. Their ultimate goal; increase customer service while keeping costs down.

Overwhelming Workforce Management Challenges

The management staff had been struggling to find an employee timekeeping and scheduling system that prevented understaffing, could be adjusted on the fly, kept all parties informed of scheduling changes, tracked data for DOL compliance, and ensured that time cards were submitted on time to the payroll processor. For Bayside, this was no easy task with so many diverse departments including hospitality, housekeeping, maintenance and operations. In every department, supervisors needed accurate data to devise scheduling strategies that eliminated waste while maintaining a high standard of service for their guests.

Bayside needed a solution that would help maintain a consistent schedule while offering greater flexibility for employees and less busy work for managers.

Time and Attendance Made Easy

Our Workforce Management time tracking tool, TimeWorksPlus, started delivering benefits during the very first pay cycle. With mobile access built in, TimeWorksPlus allows employees to clock in/out on their mobile device wherever they are - whether they work in housekeeping, guest services, security, or maintenance. Because the PunchLogic feature drastically reduces missed and duplicate punches, time card accuracy has improved substantially.

TimeSimplicity Cleans up the Scheduling Mess

TimeSimplicity has transformed the scheduling process for Bayside managers and employees. It offers managers smart tools for simple, hassle-free scheduling and allows employees to take over many tasks previously done by supervisors. Bayside managers are amazed at how effortless it is to establish, save, and adjust recurring schedules.

Employees and management appreciate the automation and centralization of scheduling operations. Employees submit schedule requests to the Virtual Trade Board and view which additional shifts they may pick up. Once a manager has approved a schedule change, TimeSimplicity notifies the employee; eliminating endless phone calls, texts, and emails.

Synopsis

- **Challenge:** Bayside faces workforce challenges that range from last-minute sick leave to schedule changes to unplanned overtime, with their reputation resting squarely on their ability to serve guests.

- **Solution:** TimeWorksPlus allows employees to clock in/out on their mobile device wherever they are - whether they work in housekeeping, guest services, security, or maintenance.

- **Benefits:** TimeSimplicity has reduced under-staffing which has accelerated room turn-around, shortened front desk guest wait times, and improved staff efficiency.

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Employee hours are controlled with customized system notifications and there are nine pay-rate fields and employee groups/sorting/filtering functions to give every department manager scheduling precision.

Workforce Management Suite is the same system used by Hilton, Embassy Suites, Ramada, Sheraton, Holiday Inn and Marriott to save time, reduce labor costs, and maintain regulatory compliance.

SOLUTION – Workforce Management Suite
- TimeSimplicity for simplified scheduling and mobile coordination.
- TimeWorksPlus for integrated time and attendance tracking.
- Mobile access provides employee access and management control.

Contact PayrollCentric Today to see how much you could save by out-sourcing your payroll.