

# THE ULTIMATE

*Cheat Sheet For Rostering*



WITH  
TIPS  
FROM  
HOSPITALITY  
EXPERTS

[goroster.com](http://goroster.com)



# FOCUS ON THE SIMPLE

# SHARPEN YOUR PLANNING SKILLS

With the right tools, rostering really isn't that hard of a task at all. You should start by breaking down your current rostering systems and examine where it is that you may be making potential mistakes. It's important that you're critical here. This is your business we're talking about, and you want it to succeed.

Once you've figured out what could be causing issues, keep these ideas central to all your decision making efforts. You can never be too focused, and it's crucial that when you are creating your rosters that you focus on what it is that's going to make your business succeed.

If you're in a management position, then it's pretty safe to assume you understand the importance of visualisation. The ability to be able to visualise the overall picture and ask yourselves, "how have we been performing?", "how are things looking for us over the next two weeks?" are questions that are pretty important in hospitality.

As an individual you must be able to make accurate forecasts, particularly working in an industry that is susceptible to fluctuations in trade, employee turnover and cost of goods for example. Better decisions require more advanced tools if you're going to make the most accurate and guided decisions for your business.

## HOSPITALITY TIP NUMBER

### ONE

*"Create a culture of habitual consistency in yourself and around you. Outstanding service is made up of a thousand little things a company and its members do day in and day out that a customer may not notice...until you stop doing them."*

Conrad Strachan, The Food Truck Company, Auckland  
New Zealand



# ENSURE EMPLOYEES AREN'T OVERWORKED

# GETTING THE RIGHT MIX

We all know what it's like to have to work when we're tired. We dream of the places we'd rather be, and we lose any bit of motivation or drive we had left. It's important when creating your rosters that you meet both your legal and your moral obligations towards your employees.

Discuss weekly hour limits with your staff and come to an agreement with what works best for both parties. Keep in mind stress and exhaustion levels, and spread out a person's rostered hours as much as possible in each instance so that shift lengths aren't too long. Distribute skills and expertise so that the workload is kept fair and singular staff members aren't lumped with the responsibility of critical tasks. Schedule your employees according to how busy you expect to be during your busiest periods, and cut back on the excess during those quieter times.

It's important to always keep in mind the blend or mix of people and personalities you have rostered on for certain shifts. It's without a doubt that some employees work better together than others. Try and gauge who works well together and who doesn't. Whilst we aren't saying you should bow down to every request from an employee to work with their best friend, you should however pay attention to the dynamics and cohesion within your team.

Good team morale is important and can certainly boost productivity and motivation - two major factors that play a big role in the day to day success of your business! So - build your roster around skill sets, talents and expertise, and always aim for a good level of cohesion within your team.

## HOSPITALITY TIP NUMBER

## TWO

*“Develop a core team of like-minded individuals that are prepared to take on any task. Treat all your employees equally, no matter what section or role.”*

Mark Wilson - The National Hotel, Fremantle  
Australia



## COMMUNICATION

Regular "no-shows" can be a pain and are often a direct result of employees misreading or not receiving their rosters. Communication from management must be executed effectively if you want to eliminate any potential for error or miscommunication. As we have said previously, placing some of the onus back on the employee creates a platform for shared information, where everyone is on the same page and everyone knows exactly where they are meant to be and when.

For both small and large business - the principle remains the same. It's important that you invest in advanced rostering solutions. The risk of doing it wrong is simply far too costly.

## USE TECHNOLOGY

The continuous development in technology today provides us with an up to date platform that helps us to improve our current methods for doing things - rostering included. When cloud-based rostering first came along we thought that was pretty cool, and we've seen some pretty great features made readily available which can really help you as a business as you undertake your managerial tasks.

One of the biggest trends of 2014 was cross-platform and cross-screen software technology. In simple terms, this means making information easily accessible across all technological devices - whether it's a mobile phone, a tablet or a laptop. Having all your roster information at the tip of your finger helps to eliminate any issue of time and space and has essentially cut out endless hours dedicated to rostering.

### HOSPITALITY TIP NUMBER THREE

*"We've noticed a huge technology shift within the hospitality market. The introduction of online reservations and restaurant management software has helped to capture customer data for loyalty programmes for example. Also, lot of focus now is on the use of social media to market your business."*

Marianne Maurer – Rowan Tree Hostel, Ennis  
Ireland



# SHARE THE TOP SHIFTS

# EMPLOYEE PROFILES

Employee management is not an easy task. Conflict and tension amongst employees can often be a result of poor management. Ensure that you are sharing the top shifts around all your employees so that resentment doesn't build up within your team.

Allowing all your staff members to take part in the 'fun' shifts or even the shifts where getting tips is more likely will undoubtedly increase motivation and cohesion within your team. More of this means more success for the business each night. A win-win!

We touched briefly before on the use of technology bringing together all your rostering information into one place. The use of employee profiles online allows you to keep all information regarding an employee in one shared and easily accessible spot. Not only does this enable your management team instant access from wherever they may be, but this helps support your HR regulations and ensures you're meeting your legal requirements regarding a staff member's employment.

The different areas that would make up an employee profile for example would be a person's preferred hours, their appropriate qualifications, leave requests, and a direct messaging system where you can communicate directly with that employee. Having thorough documentation relating to an employee enables you to make more accurate rostering decisions.

## HOSPITALITY TIP NUMBER

## FOUR

*"Have a handover sheet that summarises daily trade. Then have a core team established so you can confidently cope with whatever comes through that door. Keep informed and communicate."*

Mark Wilson – The National Hotel, Fremantle  
Australia



# LOOK FOR HIDDEN CALORIES

# DISCIPLINE

Moving into an online forum where you can make accurate forecasts for rostering is the best possible move you could make as a business. It allows you to see where you are spending too much money and where you may be spending too little.

It's crucial that you look for those "hidden calories." You want to find the perfect balance between not starving, and not over-indulging. Being able to identify these areas helps you to trim the fat where money may potentially be being wasted. This makes for a more solid foundation when it comes to guided decision making, and can assist you in achieving a much better balance.

We've left this point until the end in order to highlight its importance. Discipline is the most crucial element of great rostering and it requires thorough systems and effective methods. Rostering is a constant practice that needs to be executed with precision and with the underlying mentality that you want to do the best by both your business and your employees. Implement any of these easy to follow tips, and prepare to see instant results reflected in your budget.

## HOSPITALITY TIP NUMBER FIVE

*"The biggest challenge associated with rostering is ensuring that your roster meets your forecasted budget without comprising customer service. You also have to identify your chiefs and your Indians and roster a good balance of them both."*

Conrad Strachan – The Food Truck Company, Auckland,  
New Zealand



# MORE FROM THE EXPERTS

“When dealing with fluctuations in trade, it’s important to be prepared. More often than not you are aware of your future trade fluctuations so roster accordingly. Without fail you will get the odd surprise so simply bite the bullet and chew like hell! If you are unexpectedly quiet don’t be afraid to send staff home as your wage cost will be your largest expense!”

- [Conrad Strachan, The Food Truck Company – Auckland, New Zealand](#)

“It’s definitely a challenge to strike the perfect balance between staff costs and projected sales, whilst having sufficiently experienced staff rostered on that are able to handle any unexpected spikes in trade.”

- [Mark Wilson, The National Hotel – Fremantle Australia](#)

“I think it’s important to recognise the growing trend of buying and using local ingredients and having a “local” food experience.”

- [Marianne Maurer, The Rowan Tree Hostel, Ennis Ireland](#)

“Building an effective roster is essential to the success of your business. Budget blowouts occur when you over staff, and when you’re running a roster too-tight this will have an adverse effect on customer service.”

- [Conrad Strachan, The Food Truck Company, Auckland New Zealand](#)

“Whatever concept you are offering without the right staff, at the right levels, at the right time, you will either blow your profitability or your opportunity to deliver your best.”

- [Mark Wilson, The National Hotel – Fremantle, Australia](#)

“Read the book *Fundamentals* by Jim Sullivan. Never step into a management role without reading this book. One of my favourite tips by Jim is: The Grandma Rule – talk to your staff like you would talk to your grandmother! “

- [Conrad Strachan, The Food Truck Company, Auckland, New Zealand](#)