

GET 'ROSTER READY'

*For the upcoming holiday
season*

eBook: Part 1 and 2

How do I know if i'm
prepared?

Well, it's all about

Working faster

and working smarter.

So, what's the real reason the Holiday season is considered so difficult for hospitality businesses down under?

With the end of the year nearing, it won't be long now until most Australian and New Zealand companies begin winding down, planning their summer holidays and organising what they're going to do over the long break. However, while most people are winding down, hospitality businesses are gearing up for their busiest period of the year.

The 'silly season', as it is commonly referred to, involves non-stop christmas functions, large dinner bookings and end of year parties filled with celebration and revelry! With this comes strong potential for increased revenue in most hospitality businesses. It's also a time when your staff need to be performing at their best and pulling together as a team to get through the heavy workload.

The best-run hospitality businesses plan out their staff rosters well in advance to cope with the increased demand over Christmas and New Year – here are a number of key factors to help you get your staff planning working like a well-oiled machine and help your business be “Roster Ready” before the rush!

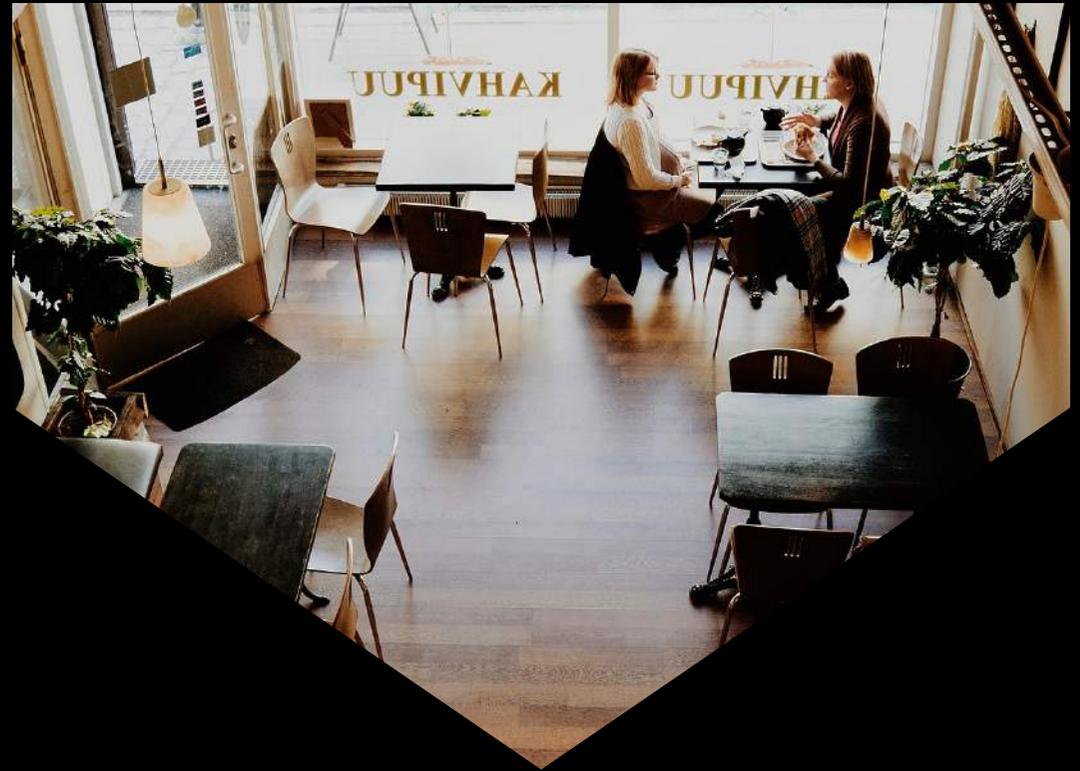


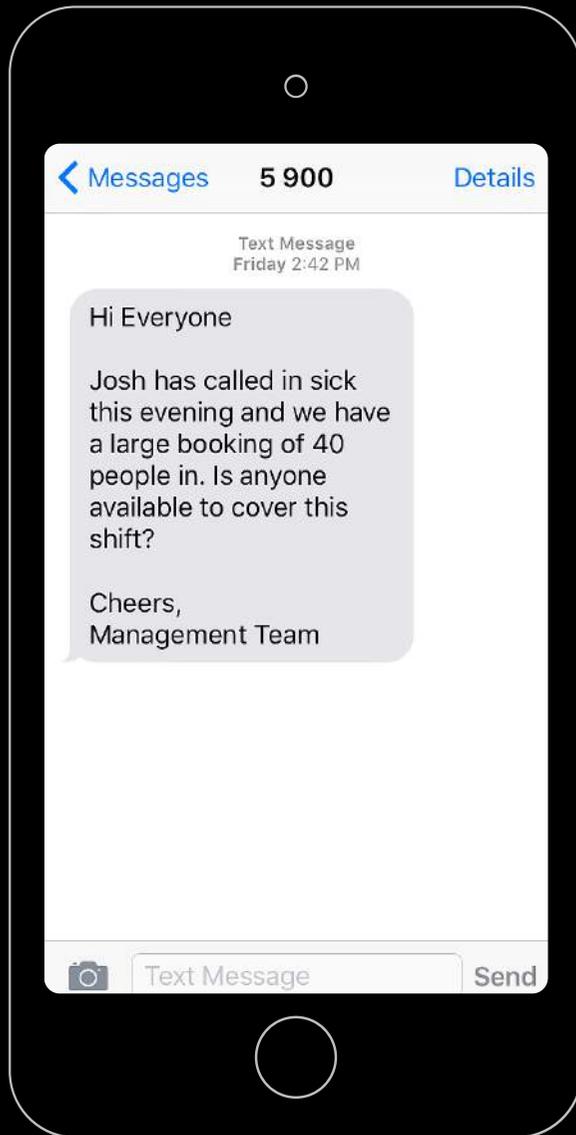
1. Plan your rosters well in advance

Best practice is to give staff as much notice as possible when they are needed to work. Good communication with staff is essential to fill out the rosters based on a regular template and plan a month in advance. You can then increase staffing levels based on known bookings and get a clear structure for the week.

Get off spreadsheets! – these only get you so far when you're running a busy bar or restaurant and can actually cost you time later on when you're trying to move shifts around and back-calculating wages.

In addition, planning your rosters gives you the advantage of knowing your costs well in advance – and hence the revenue targets for each shift.





2. Deal with unpredictability

It's wise to compare revenue figures with those of previous years – this can be a great indicator for how things "might" go – but Christmas is a period where predictability can go out the window.

You won't know whether people have plans to head out of town for the holidays. Or, maybe someone's called together a last minute Christmas function and they urgently need a space to fit 50 people on one of the busiest weekends of the year! While most other holidays throughout the year people usually head off over the long weekends to escape the city, Christmas time is a season for increased nights out and spending.

Make sure your staff know when they may be called on at short notice to cope with unpredictable demand. Again, real time communications with staff is a real time saver when you're an hour away from opening and someone has just called in sick..

3. Casual Staff

Many people come and go over this period. Young and old, students alike often return home over the holidays to work and seek out casual employment to earn themselves some extra cash.

Employing casual staff means that you often have an influx of fresh blood, all of which require skills and training. This can often be difficult especially when you know they are most likely to resign once the summer is over and head back to their studies and/or full time jobs.

It's important to ensure you have the right tools the look after the HR responsibilities that come with employing casual staff. Not only do you have to maintain all the correct paperwork, but you need to be able to visualise where you're going to be able to slot these people into your staff rosters. Many employees request holiday leave over Christmas so it's imperative you know exactly where to slot your casual staff and when, whilst also ensuring your matching employee abilities with each shift covered.



4. Employee holiday entitlements

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Finally...

Celebrate success!

Make sure you celebrate with your staff at the end of a long week of hard nights. The holiday period is a busy time for hospitality and it takes a lot out of your team – make sure you roster in a team night out one evening as well!



It's time for your
hospitality business to
start making the most
of the holiday season

Remember that it's
about:

***Working faster
and working smarter.***

goRoster offers a series of advanced rostering features designed to help you get through the the busy holiday season.

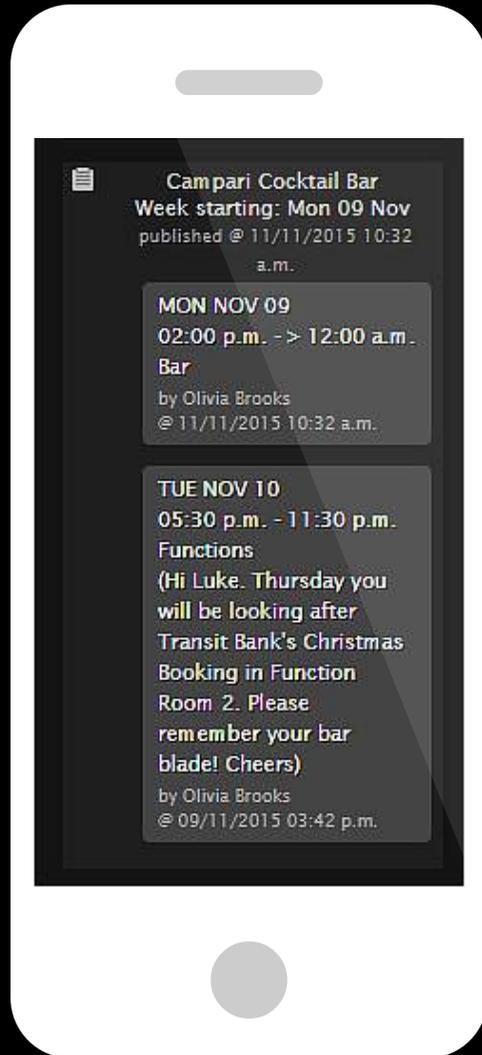
In our previous discussion we mentioned three main areas to focus on when creating rosters:

- 1. Remove uncertainty in turnover*
- 2. HR and payroll responsibilities*
- 3. Planning ahead*

Now lets explore how goRoster helps to address these issues.



1. The Ultimate Shift Notification



It never fails to surprise , the number of people we see who simply put up with inefficient ways of doing things!

Let's say you manage the local pub, and you need to tell one of your employees, Luke, that he's looking after the corporate function on Wednesday evening,

Here's where the ultimate shift notification comes in handy. Using goRoster, you are able to not only send employees their rosters – but you can send them individualised messages attached to any specific rostered shift! Now you're equipped to communicate important information that, in the past, could only be delivered face to face or over the phone!

The result? Straightforward and efficient delivery of important information – every time.

2. Your Detailed Financials

Being able to easily avoid and identify budget blowouts is vital to make sure you're on the right track. goRoster's detailed financials section helps hospitality owners and managers to take back full control of their financials.

We arm you with the tools to boost business efficiency using accurate and effective reporting and forecasting. goRoster enables you to drill down to the more finer details of your business to enable better decision making.

Here's a snapshot of the finer aspects of our detailed financials section. These will really help you to boost your turnover potential this holiday season.



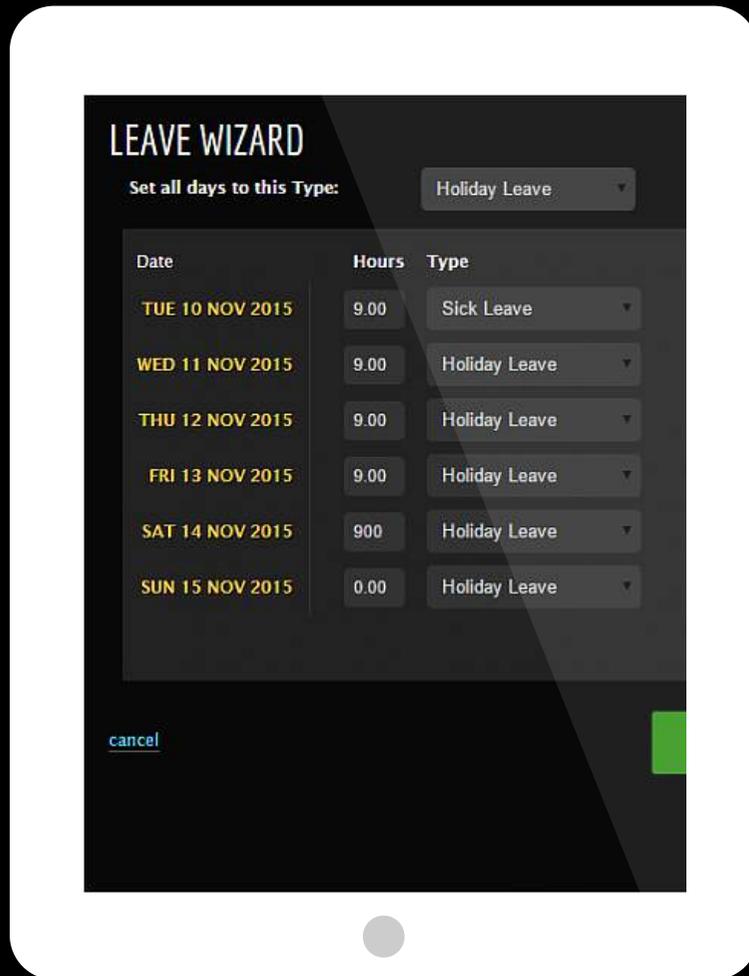
- *Live costing as you build your rosters*
- *Record estimates against your actual turnover and see exactly where your discrepancies are!*
- *Set up business units to get right down to the nuts and bolts of where you're cash flow is coming from, and where it's going out.*
- *Implement warnings for when wage cost thresholds are exceeded*

3. The Leave Wizard

Holidays are such a busy time and hospitality owners often find themselves inundated with leave request forms. Trying to allocate and grant leave to all those employees whilst maintaining the correct amount of cover, is like trying to complete the world's hardest jigsaw puzzle.

The leave wizard ensures that planned time off is clearly shown and prevents rostering employees when they are actually on leave. The easy-to-use leave wizard allows you to upload bulk leave dates for an individual employees and also specify what type of leave they are taking (sick, annual, bereavement leave etc).

When it comes to building a roster, goRoster alerts you that your employee will be on leave – Check it out below.



And more...

goRoster is available to use on your iPad and tablet – Now you have all the benefits of getting those rosters done while out completing those last minute Christmas errands!

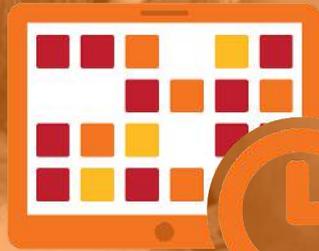
So there you have it. Don't leave yourself unprepared this Holiday Season. And never compromise potential for greater revenue and profit. Reap those rewards. And remember...

Work Faster

Work Smarter

This Holiday season.





goRoster

goroster.com