SpeedLine®

Employee Management Ebook

Inside

Technology is streamlining operations today in every area of the business—not only the point of sale. That's particularly good news for owners, managers, and franchisers who struggle with the challenges of managing the people side of the business. Whether the challenges are in scheduling and labor cost control, security and loss prevention, training, record-keeping, or payroll, technology solutions can make a real difference. Look inside for solutions, case studies, and best practices.

"My POS is set up so perfectly, it's almost a training tool on its own."

**- Ramon Collado, mama's Pizza & Grill**

Labor

Serving customers well, and at a reasonable cost, requires the proper number and mix of employees. Scheduling too many staff increases labor costs, while scheduling too few can result in poor customer service that drives away business. Schedulers have long relied on guesswork and "gut instinct," but today's point of sale technology can accurately predict your labor needs, resulting in measurable cost savings.

Control labor costs with your POS.

Because your POS stores sales history, it's invaluable for forecasting upcoming traffic and suggesting labor targets to meet demand. The Employee Scheduling system in SpeedLine POS, for example, takes information from your sales forecast and recommends ideal labor targets based on historical and projected sales for the week.

It even accounts for lunch and dinner peaks and forecasts by order type, so you can schedule the right number of drivers, servers, or cashiers to handle the workload. Restaurant traffic is often unpredictable— you just never really know when a crowd may hit—but with accurate forecasting based on sales history, you can take a lot of the guesswork out of your scheduling.
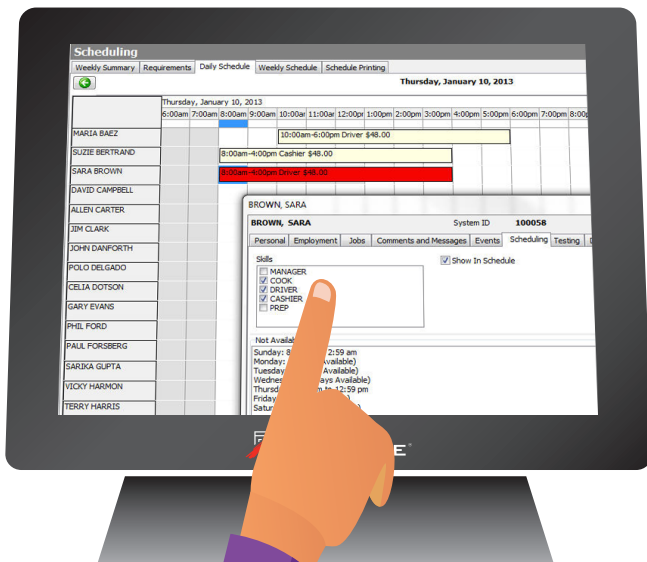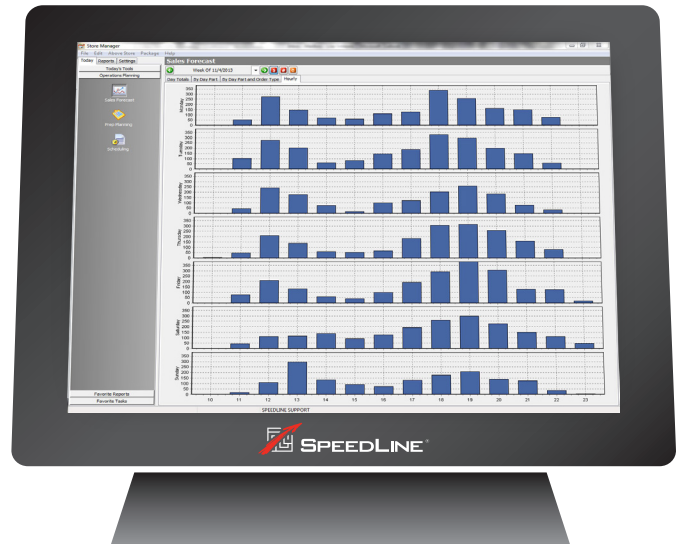
A convenient drag-and-drop scheduler lets you schedule and view staff by job or skill set. And with POS software that supports features like flexible sorting, quick text entry, and one-click links to employee jobs and days off, it's easy to build a full week's schedule in minutes.

Reduce overtime

Set restrictions in your POS to alert managers when an employee is nearing overtime rates. Put a cap on how many hours your employees can work, and schedule within this limit to avoid the extra costs associated with overtime.

A 10-step system for cutting labor at the point of sale

Set a labor goal, and plan your schedule to meet it.

1. Review the sales forecast in the POS. View the breakdown by day part and order type, and then by hour. Adjust as needed.

2. Enter your labor target in the POS, so it can alert you if scheduled hours do not meet it. Enter overhead as well, for accurate labor costs.

3. Set restrictions for overtime & teen staff to comply with labor codes.

Track labor costs throughout each shift.

4. Set limits on early and late clock-ins. Force a manager override for exceptions to make sure you pay only for hours scheduled and worked.

5. Use fingerprint security to build accountability and eliminate time clock abuse.

6. Track different pay rates for different jobs, for example, if you want a driver to prep between runs. Some chains track out-of-store time to pay drivers a tipped rate when on the road.

Audit labor performance.

7. Watch your labor dashboard metrics throughout the day. Send staff home during slow times.

8. Take a shift snapshot to review labor metrics with a manager, or to compare stores.

9. Track breaks and overtime for labor audits. Also track all time clock edits, and who made them, to identify employees who may be padding the clock.

10. Export time clock data payroll software to reduce paperwork and accounting costs.

"The labor reporting keeps us at good profit levels. Before, we never had an accurate read. We keep an eye on Labor vs. Sales in SpeedLine every day."

- Nate Haas, Krazy Karl's Pizza

According to the National Restaurant Association, three-quarters of employees steal from the workplace at least once—and half steal repeatedly. Of these, many do it because they are confident they won't get caught. You're a business owner, not a 24/7 cash machine, so what can you do to prevent your employees from stealing?

Whether staff cheat the clock by a few minutes at the start or end of a shift, manipulate coupons, or take cash straight from the till, it all has an impact on your P&L.

## Controlling access

Know who's doing what and when.

Controlling access to vital areas of your business is your first line of protection. A flexible security system, locked down tight through fingerprint scanning, is a critical part of your POS. Set access for each employee, department, and station, making sure your staff have access only to the information they need to do their job. Unique logins track every employee and transaction, giving you the documentation you need to hold employees and managers accountable for their actions.

Get control of the clock.

Time clock abuse is the most widespread form of theft in restaurants. Clock-in times and break length can be tough to track, and infractions hard to prove—particularly when staff cover for each other. Your POS adds a new level of control. Set the number of minutes employees can clock in or out before and after a shift. Require a manager override to authorize overtime. Use meal and break tracking to control break times.

Always looking for ways to play the system, sometimes staff ask other employees to cover for them by clocking them in early. A foolproof way to eliminate this kind of "buddy punching" is with fingerprint security.
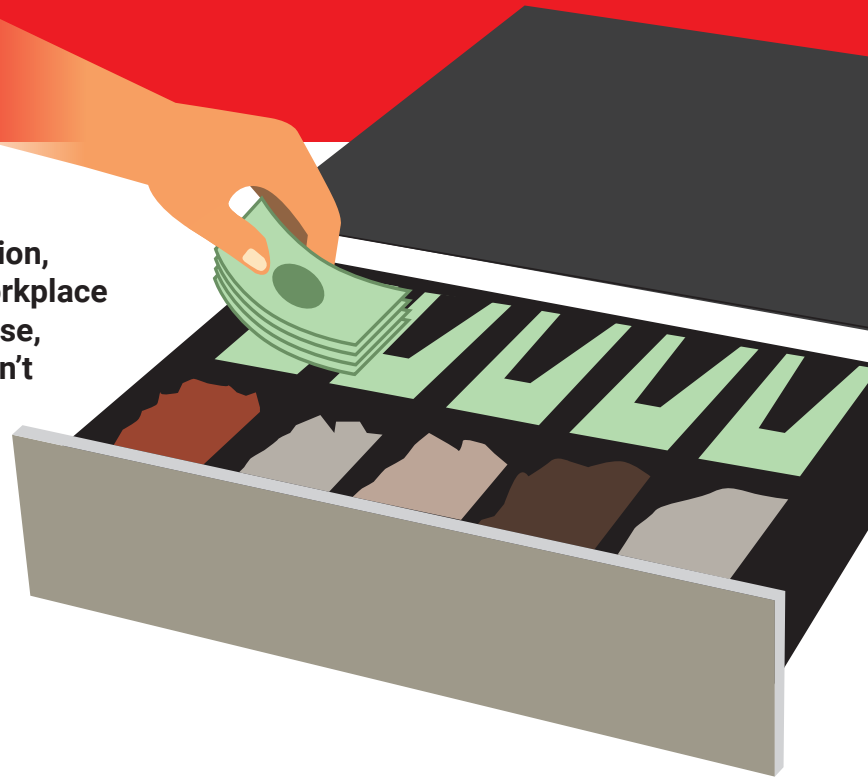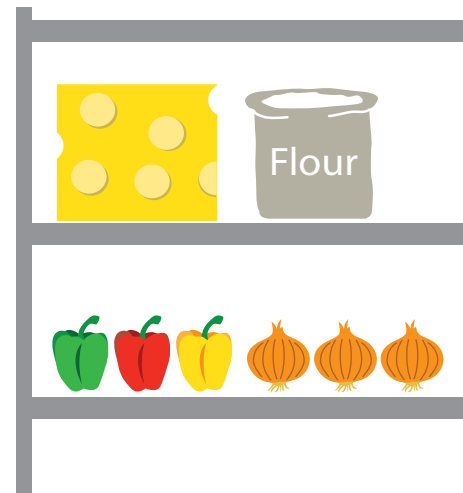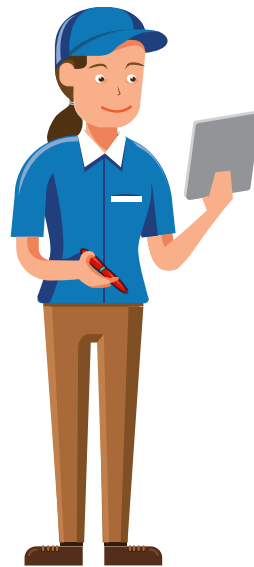
Cash control

Secure your cash drawers.

With pen and paper order entry, it is pretty easy for a server to "lose" a few tickets and take the cash out of the till when no one is looking. POS systems help end brazen theft like this: orders do not reach the make line unless they're entered in the system, ensuring a thorough tracking of each transaction.

Do you know what should be in your cash drawers at any given time? Throughout the day, the POS keeps track of all sales activity, accurately tracking how much money should be in a drawer at any time. In addition, every time a manager opens or closes a bank, issues a cash float, or cashes out a driver or server, the POS can print a receipt that requires your manager's and employee's signatures. This setting ensures that you always have two people who double-check cash counts.

Lock up your pantry.

If you aren't keeping track of your inventory, you can bet that food is going missing. Whether it's a forbidden dessert on break, or a stolen brick of cheese in your employee's trunk, it's theft, and you're the one paying the bill. Your first step is to treat your inventory like the cash in your registers. Lock the doors, and provide limited staff such as managers or senior employees access.

To prevent inventory theft altogether, implement controls right at the POS: By following accurate recipes, measuring portions, tracking waste, and conducting regular inventory counts, it will be that much harder for your staff to dip into your product without you noticing

Treat coupons as cash.

You create coupons to drive traffic to your restaurant, not to pad your employee's pockets. The first step is tracking redemptions. A point of sale system can provide you with intelligent controls to improve coupon security: Printing a barcode on coupons, requiring a manager's override before coupons, discounts or comps are applied, and sophisticated "red flag" reporting to help you spot unusual staff discounting activity.

A POS is a powerful tool to stop dishonest staff in their tracks, whether they're stealing time, food, or cash. You can take a strong stand against abuse and fraud by controlling access to your terminals, having time clock controls, monitoring cash drawer activity, using inventory software such as SpeedLine Inventory™, and tracking your coupons. By having strong security measures in place and demonstrating zero tolerance for theft, you can help keep your employees on the straight and narrow.

Records

Employee management – keeping track

Employee profiles, when completed accurately, can be a huge time saver in managing staff. Your point of sale system can easily keep track of job skills, availability, events, wages, delivery vehicle insurance, work restrictions, and even test results from employee training and certification programs.

Skills tracking

Did your cook renew his FoodSafe certification? Document employee training and certifications with SpeedLine Skills Tracking. It's a great tool to ensure you comply with enforceable regulations and avoid fines or penalties. It can also provide helpful documentation for managing skill-based pay differences.

Messaging

SpeedLine Messaging makes it easy for employees on different work schedules to exchange information. Leaving a message is quick and can help your store run more smoothly. It enables you to send important notes and staff reminders when you have to be away. The message pops up on the POS screen when the employee clocks in.

Optional message confirmation requires the employee to confirm with a password or fingerprint ID that he or she has read the message. The system saves a copy, providing a history of ongoing communications—particularly helpful to document receipt of disciplinary messages.

Events

SpeedLine can help you keep track of important dates and events in the life of your business. Schedule timed reminders of employee birthdays and company events. Force a manager override before login to check a driver's insurance renewal. Or schedule a spring cleaning before the health inspector knocks at your door.

Employee work restrictions

Set employee restrictions to help you manage minor employees, ensuring that you don't inadvertently schedule them or let them work in violation of your local labor codes. Restrictions can also be applied to all employees, for example, to set a maximum number of hours per week they can work. SpeedLine, for instance, alerts managers with an override prompt when an employee is nearing or exceeding a restriction.

Hours

Tracking your employee's hours, availability, and clock-ins and outs is invaluable information for restaurant operators.

Time tracking

Setting clock-in and clock-out controls can help prevent time clock abuse and ensure you pay employees only for hours worked. With a built-in time clock, you can set the number of minutes your employees can clock in or out before and after their shifts. You can also require a manager's override to authorize overtime.

SpeedLine saves the original shift information and records all time clock edits, and who made them, so that you can monitor shift changes closely. Reviewing reports for suspicious activity can help you identify employees who are padding the clock on your dollar.

 Speedy Tip

RUN, an online tool from SpeedLine partner ADP, saves hours of paperwork by automating payroll and taxes, and also helps with employee hiring and management.

"Clocking in and out. I don't have to worry about asking when employees came in. There's also the reminder feature for how long a lunch is, etc."

- Kevin Wade, Previti Pizza

And that's not all: you can also compare sales versus labor, and adjust your staffing accordingly. And you can export your shift data to RUN by ADP® or to a custom format for fast, accurate payroll.

Staff availability

Knowing when your staff is available (or not available) simplifies the scheduling process. And the more staff you hire, the more complex building an efficient schedule becomes.

Scheduling tools in your POS make it easy to track or adjust staff availability and days off, and alert you when you try to schedule an employee who is not available. SpeedLine's convenient drag-and-drop interface and one-click links to employee jobs and days off enable you to build a full week's schedule in minutes. This means you can juggle complex scheduling needs and accommodate employees whose availability may change frequently, like students. In the long run, being flexible and helping your crew balance work and life can lead to improved job satisfaction and employee retention.
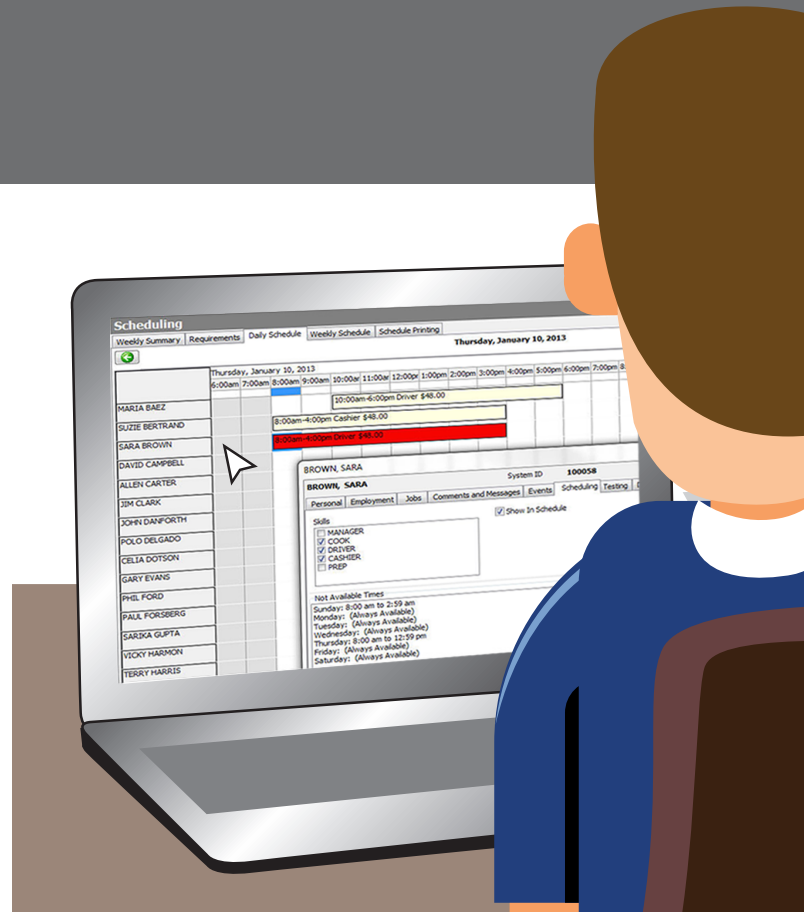
Speedy Tip

SpeedLine offers integration options for scheduling tools such as CrunchTime! and Compeat to help you streamline your scheduling.

Happy employees make guests happy

Happy employees naturally provide better service. If you want your hourly staff to represent your brand with the same care you would yourself, you need to keep them engaged and motivated.

So how can restaurant technology help you keep your employees happy, engaged, and on top of their service game?

Most obviously, the POS makes their lives easier every day. It simplifies and automates routine tasks, helps order takers avoid mistakes, keeps kitchen staff from banging their heads in frustration when they can't read someone else's sloppy handwriting, and gets drivers to the right address on time.

On top of those built-in advantages, a POS system helps you track employee skills and training for promotions and pay increases. It gives you the tools to adjust pay based on the job an employee is doing on any given shift. It makes it easy to reward star performers based on sales performance.

Reward top performers

Linking pay to performance can motivate staff and increase upselling. When you give employees a stake in your success, they have an incentive to give their best.

Tie rewards to employees' performance: reward service staff for upselling, cooks for meeting food cost targets, drivers for on-time deliveries, and managers for meeting key targets.

Whether you implement a contest or an incentive program, use your point of sale system's reporting tools to keep tabs and reward your top performers.

Labour Report

Employee Sales

Payroll reports

$

Performance metrics

Want to get your staff firing on all cylinders? Start by putting your POS and other applications to work measuring employee performance.

Coach them to higher sales

- Monitor **sales by employee** for overall sales performance and efficiency.
- Track **item sales by employee** to reward your top upselling performers.

Reward initiative

- Keep track of **training and certifications completed**.
- Track **hours worked and overtime**.
- Use **customer surveys**, and compare feedback on individual employees.

Keep them honest

- Track **coupon usage by employee**.
- Audit **employee cash handling**.
- Compare **driver performance statistics**, from late deliveries to wait time between runs.

Training

Training staff efficiently for success

Staff can make or break a restaurant. They're on the front line, representing your brand to the guests they serve. Friendly, well-trained staff can be your greatest asset. Poorly trained, ineffective staff can cost you business and cut into profits. Even so, training doesn't always get the attention it should.

There are few things more frustrating to your guests than dealing with restaurant staff who are rude, slow, error-prone, or unable to answer simple questions. Training on your procedures, equipment, menu, and customer service basics is essential.

Your staff touch every aspect of your business, from the kitchen to the phones to the dining room—so whether they are interacting with guests or using your expensive equipment, make sure they are trained to do things right. Here are a few things to keep in mind when training new staff:

Start strong—with a thorough orientation.

New employees require intensive training. Identify the challenges with your current staff and create an orientation program for new hires to address those. Include job requirements and expectations, policies and step-by-step procedures, and a clear code of ethics.

Train well and often.

Some restaurant companies do a great job of orientation and initial training—and then stop. Don't make this costly error. Ongoing training for current staff helps them adjust to changing job requirements, learn new skills, and keep improving.

Use your POS.

Modern point of sale systems let employees work in "training mode" to practice order entry, learn upselling scripts, and get familiar with new tools and menu changes. Scheduling ongoing training will ensure your staff knows the rules and delivers quality customer service, fast.

Set a positive example.

Employees and new hires look to the owners, managers, and corporate staff for cues on how to conduct themselves.

The most successful way to improve new employee performance and overall staff retention is to set a positive example for employees to follow. Teach your staff one thing and show them another? All the training in the world won't overcome the negative results. But if you create a positive work environment, where honesty, top performance, and service are valued and rewarded—and you'll naturally see those qualities prosper in your team.

Hiring a manager– how your POS can help

Look at the employee reports in your POS to confirm your personal impressions about who your star employees are.

The POS reports can help you review factors such as:

- Clock-in/out records for attendance, break adherence, etc.
- Sales by employee
- Schedule availability
- Disciplinary records
- Training and certifications

POS tools for manager training.

Save a copy of your employee handbook in the POS system's document library for your new manager's easy reference. Run a Shift Snapshot report to review performance and coach your new manager.

How to use a POS to evaluate a new manager's performance.

Trust is critical with any manager, but it has to be earned. Use the security and audit capabilities in the POS to track your new manager's performance.

- Set and track labor targets and performance in the POS. Hold your manager accountable for building efficient schedules and managing staffing throughout the day to hit targets.
- Audit voids, discounts, and shift changes to ensure that your new manager is using the new capabilities properly, and not abusing them.
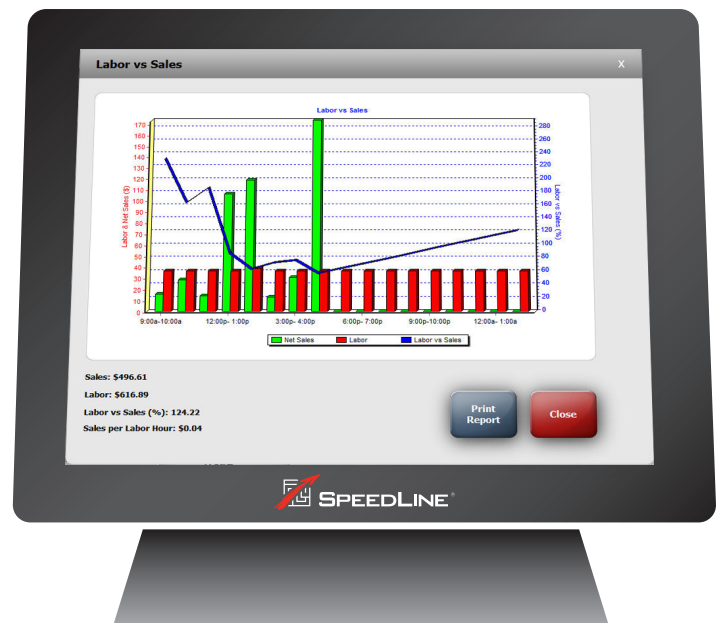
"Evaluate your people, evaluate your staff and put them with their skill sets in the best position to be successful."

- Adam Shorter, Cosmo's Pizza

SpeedLine®

Pizza POS software

8 Must-have Employee Management Features:

- Ability to restrict access as necessary
- Employee transaction tracking
- Suspicious activity reports
- Scheduling based on sales history
- Overtime and minor staff work hours alerts
- Control of clock-in and break times
- Up to the minute labor vs. sales reporting
- Easy export of shift data to payroll software

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