



Employee Management Ebook



Technology Solutions Can Make a Real Difference

In today's world, technology is streamlining every area of operations, not just the point of sale. That's particularly good news for owners, managers, and franchisors who struggle with the challenges of managing the people side of the business. Whether the challenges involve scheduling and labor cost control, security and loss prevention, training, record-keeping, or payroll, technology solutions can make a real difference. Inside, you'll find solutions, case studies, and best practices.

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 business away.

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

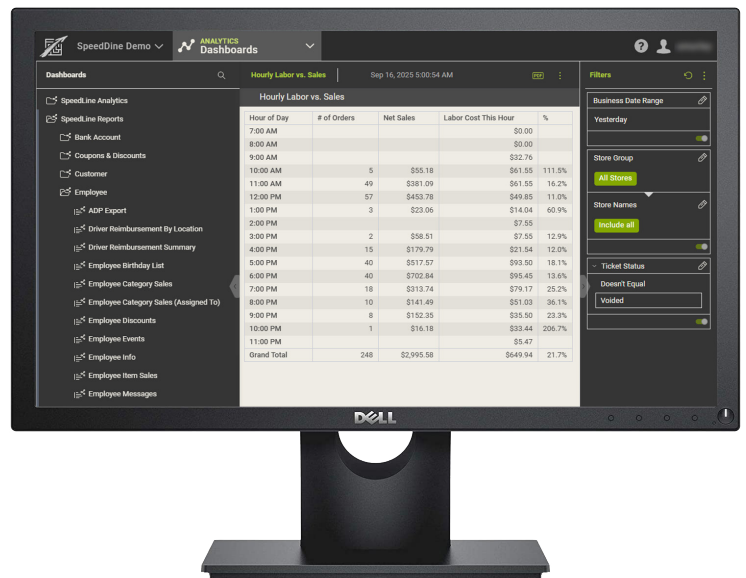
Because your POS stores sales history, it’s invaluable for forecasting upcoming traffic and suggesting labor targets to meet demand.

The Employee Scheduling system in SpeedLine POS, for example, uses 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 much of the guesswork out of your scheduling.

A convenient and intuitive 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.

Place a cap on the number of hours employees can work, and schedule within this limit to avoid the extra costs associated with overtime.



A 9-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 daypart 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 for accurate labor costs.
3. Set restrictions for overtime and teen staff to comply with labor codes.

Track Your Labor Costs Throughout Each Shift

4. Set limits on early and late clock-ins. Force a manager override for exceptions. Make sure you pay only for hours that are scheduled and worked.
5. 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

6. Watch your labor dashboard metrics throughout the day. Send staff home during slow times.
7. Take a shift snapshot to review labor metrics with a manager, or to compare stores.
8. Track breaks and overtime for labor audits. You can also track all time-clock edits, and who made them, to identify employees who may be padding the clock.
9. 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, Crazy Karl's Pizza



Security

According to the National Restaurant Association, nearly 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 employee theft?

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 is a critical part of your POS. Set access for each employee, department, and station, ensuring staff have access only to the information they need to do their job. Unique logins track every employee and transaction, giving you the documentation and reporting you need to hold employees and managers accountable.

Get Control of the Clock

Time clock abuse is the most widespread form of theft in restaurants. Clock-in times and break lengths can be difficult to monitor, 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.



Cash Control

Secure Your Cash Drawers

With pen-and-paper order entry, it is 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 block 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.

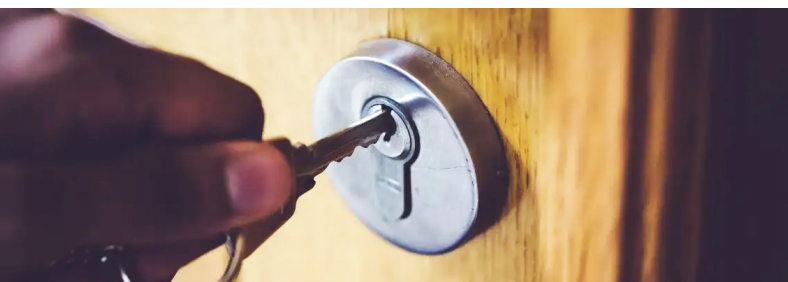
To prevent inventory theft altogether, implement controls right at the POS: By following accurate recipes, measuring portions, tracking waste, and conducting regular inventory counts, it will be that much harder for your staff to dip into your product without you noticing.



Treat Coupons as Cash

You create coupons to drive traffic to your restaurant, not to pad your employees’ 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 generating sophisticated ‘red flag’ reports to help you spot unusual staff discounting activity.

A point of sale system is a powerful safeguard against staff dishonesty, whether involving time, food, or cash. 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, and tracking your coupons. By having strong security measures in place and demonstrating zero tolerance for theft, you can help keep employees accountable and on the straight and narrow.



Records



Employee Management: Keeping Track

Employee profiles, when completed accurately, can save significant time 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 their FoodSafe certification? Document employee training & certifications with SpeedLine Skills Tracking. It's great for ensuring compliance with regulations and for avoiding fines or penalties. It can also provide helpful documentation for managing skill-based pay differences.

Messaging

SpeedLine Messaging streamlines communication, ensuring employees on varying schedules can easily stay connected. 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.

Employees may be asked to confirm messages, requiring a password or swipecard to verify they've read them. The system saves a copy, providing a history of ongoing communications, which is 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 alerts managers with an override prompt when an employee is nearing or exceeding a restriction.



Hours

Tracking your employees' hours, availability, and clock-ins and clock-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.

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 it becomes to build an efficient schedule.

Scheduling tools in your POS make it easy to track or adjust staff availability and days off, and they alert you when you try to schedule an employee who is not available. SpeedLine's intuitive 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, such as students.

In the long run, being flexible and helping your crew balance work and life can lead to improved job satisfaction and employee retention.

"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

Performance

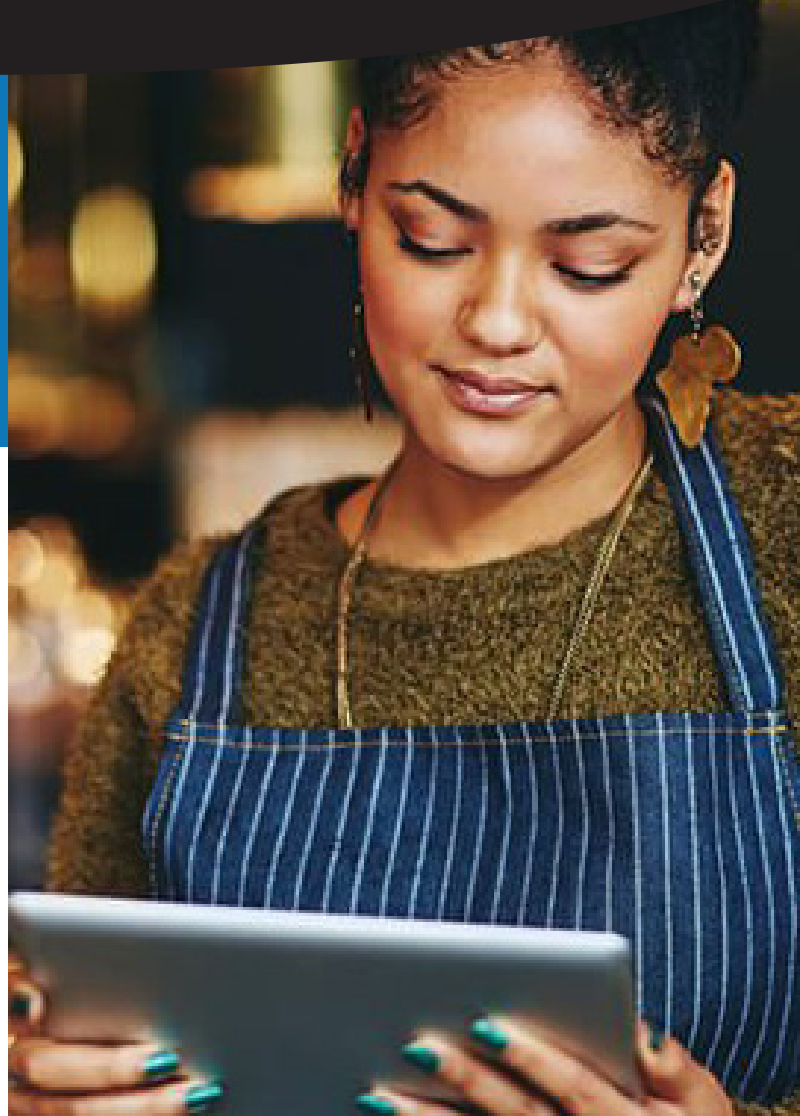
Happy Employees, Happy Guests

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 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 on performance and reward your top performers.



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 times between runs



“My cashiers can hold an entire conversation while taking an order, and look people in the eye when they talk to them.”

Kevin Wade, Previti Pizza



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, while poorly trained ineffective staff can cost you business and cut into profits. Even so, training doesn't always get the attention it deserves.

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 touches 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 Thorough Orientation

New employees require intensive training. Identify the challenges with your current staff and create an orientation program for new hires to address any issues. 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 with 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 continue 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 quickly.

Set a Positive Example

Employees and new hires tend to 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. If you teach your staff one thing but 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, where honesty, performance, and service are valued. You'll see those qualities thrive.



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.

POS reports can help you review factors such as:

- Clock-in/out records for shifts, breaks, 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 system properly and not abusing its capabilities



“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

Have Questions? Talk to an expert!

SpeedLine MobilePay

SpeedLine MobilePay uses a mobile app and Bluetooth EMV card reader to accept payments at the customer's door, curbside, on a patio, or tableside. It's a win-win: customers get the convenience and credit card security they want, and your business could save hundreds of dollars each month in lower card-present processing fees and reduced chargebacks.

LiveMaps

Ensure you always charge the right delivery fees by using custom delivery zones. Need changes? Click and drag the points on the map to adjust zone boundaries at any time. When an order is placed, LiveMaps will assign the customer to a delivery zone based on their address, and charge the appropriate delivery fees for that zone.

Visual Dispatch

Viewing delivery locations on a map view is more intuitive than a list of orders on a screen. Dispatchers can easily group orders together for delivery by touching pushpins on the map, and estimated return times are displayed on the screen. Order status alerts will show any order delays or drivers that are running late, and will be color-coded according to priority.

