

**GNSA**

# Our Human Capital Management Solution for Food Service

Deliver a superior guest experience while effectively  
managing workforce costs



# Delivering a Comprehensive Solution

Our HCM solution for food service delivers innovative solutions that help you handle workforce management issues and deliver a quality guest experience that drives loyalty and value to your bottom line.

## Better control labor costs

With workforce costs being your largest controllable expense, engaging, retaining, and effectively managing staff make sound financial sense. Using our forecasting and scheduling tools that consider historical data on guest traffic, you can create schedules that reflect demand and employees' preferred availability. The result is cost-effective, efficient, and compliant schedules for both front-of-house and back-of-house employees, from salaried managers to full-time and part-time hourly staff.

## Increase employee engagement and productivity

Disengaged employees are typically less productive, less happy, or less apt to interact with guests in a positive way. Our self-service tools enable employees to easily view their schedules, accrued time, and other employment information, helping boost their engagement and job satisfaction.

## Enhance guest experience

When your guests arrive, they expect excellent service throughout their visit. Our HCM solution for food service assists in attracting and retaining employees with guest-oriented skills. The solution helps ensure your staff is optimally scheduled, productive, and fully engaged to meet the needs of your business and your guests. When your workforce is engaged and efficiently managed, you have time to focus on making sure your guests are enjoying a pleasant, memorable experience.

## Minimize workforce compliance risk

The food service industry is under increased scrutiny for labor law violations, from wage rates and overtime payments to meal and rest breaks. Our HCM solution for food service helps you create schedules that adhere to all labor laws, track regular time and overtime in real time, show that employees have attested to taking meal and rest breaks, and ensure accurate pay.

Organizations with integrated time and scheduling solutions are **80% more likely** than those without integrated solutions to say their workforce strategy can ensure regulatory compliance.<sup>2</sup>

<sup>2</sup> Mollie Lombardi, *Four Keys to Realizing a Total Return on Your Workforce Technology Investment*, Brandon Hall Group, July 2015.

# Managing Your Entire Workforce

Our workforce solutions are designed for everyone in your organization — from staff interacting directly with guests to local and regional managers overseeing the business side of operations.



## Food service staff

When your frontline employees are engaged, they are more likely to meet or exceed guests' service expectations. Using our self-service tools at the time clock and on mobile devices, employees — from cashiers and servers to dishwashers and cooks — can see their schedules and accrual balances, request time off, view and approve their timecards, and swap or pick up shifts. This easy access to their information fosters engagement and frees up their time for activities that boost sales and guest satisfaction.



## Front/back-of-house managers

Appropriately scheduling employees to provide accurate coverage so guests receive exceptional service is top of mind for on-site managers. Our forecasting tools enable managers to schedule staff based on historical data on customer demand to help ensure an optimal guest experience. Visibility into employee absence trends also helps managers better maintain productivity and manage costs.



## HR and payroll administrators

Using our solution tools, HR staff is well-equipped to attract and retain best-fit employees. In addition, compliance tools — supported by reporting and auditing functionality — help proactively manage federal, state, and local labor laws, including the Fair Labor Standards Act (FLSA), Family Medical Leave Act (FMLA), wage and hour laws, minimum wage and tipping rules, and more. Automated processes also help payroll staff deliver perfect paychecks every pay period.



## General and regional managers

With our HCM solution for food service, managers can gain real-time visibility into the workforce by location, by region, and companywide to track performance against budget. This includes importing hours and earnings information from unlimited point of sale (POS) systems to gain a fuller picture of meals, transactions, and sales per labor hour or to track labor dollars per guest. The solution's robust functionality provides an in-depth view of the workforce and its impact on your business.

Four in five restaurant operators agree that **restaurant technology helps increase sales**, makes their restaurant more productive, and gives their restaurant a competitive advantage.<sup>3</sup>

<sup>3</sup> Mapping the Restaurant Technology Landscape (July 2016), found at <http://www.restaurant.org/News-Research/Research/Mapping-the-Technology-Landscape>



# The Food Service Industry Challenge

**For both quick-service and full-service restaurants, providing outstanding guest service is a sure way to attract guests — and keep them coming back.** But you've likely experienced the trends. High food service staff turnover. Disengaged employees affecting guest experience. High operating margins and increasing labor costs. Struggles to stay in compliance with changing labor regulations.

While managers at all levels need to focus on making sure service-oriented staff is in place to meet and exceed guest expectations, they also have other issues competing for their time and attention. Controlling labor costs. Creating appropriate schedules. Dealing with HR and payroll paperwork. Ensuring compliance with meal and break regulations, as well as wage and hour laws. These demands can be difficult to manage with paper processes or disparate workforce management solutions.

Labor costs make up a **third of sales** in a typical restaurant. Increased labor costs can significantly impact the bottom line.<sup>1</sup>

Our human capital management (HCM) solution for food service can help you attract and retain best-fit employees and

- effectively manage increasing labor costs
- create schedules aligned with customer demand and labor budgets
- access real-time employee information and handle scheduling and time-off requests
- deepen employee engagement and productivity for better guest service
- maintain compliance with new and evolving labor laws

This suite of food service solutions can assist you in successfully managing the critical business issues you face daily, freeing up time so you and your staff can focus on delivering superior guest service.

<sup>1</sup> 2016 Restaurant Operations Report, National Restaurant Association (May 2016), found at <http://www.restaurant.org/News-Research/Research/Operations-Report>.