Quick Service Restaurants'

Guide to Scheduling & Staffing Optimization

isolved™

Serving up **Solutions**

Labor shortages, a record number of resignations and unpredictable customer traffic patterns have made it difficult for quick service restaurants (QSRs) to maintain a staff capable of sustaining operations.

35%

Ensuring that the right number of workers are scheduled for the right shift at the right location is a **top reason why...**

35% of HR professionals think workforce analytics around scheduling could help them do their job better. And why a quarter of HR professionals will invest in workforce scheduling technology this year.

Source: isolved's 2023 HR Leaders Report

With the right HCM technology,

QSRs can optimize staffing and solve for scheduling issues.

Here's how and what is **covered in this eBook:**

Boost EX for **Better Retention**

Build Better, **Smarter Schedules**

Minimize the Risk of Noncompliance

Boost EX for
Better Retention

14M

According to the Bureau of Labor Statistics, there were over **14 million workers** in the accommodation and food services industry at the start 2023.

Yet, that number isn't enough to fill demand—job openings continue to remain at near record high at nearly **1.4 million.**

Business leaders in the QSR industry have their work cut out for them. By creating a favorable employee experience (EX), they can gain a competitive advantage when it comes to hiring and retaining talent.

Here are some ways isolved People Cloud can help boost EX throughout the QSR employee's life cycle:

- Target ideal candidates with a simplified application process

- Expedite time-to-productivity through paperless, personalized onboarding

- Enable flexible scheduling with self-service shift swaps and real-time communication

- Track skills and credentials through certification management

- Deliver an adaptable employee experience across multiple work environments

- Provide access to perks such as on-demand pay, self-serve discounts and commuter support

- Streamline HR inquiries through a conversational virtual assistant

A consumer-like experience engages the employee, while a single, intelligently connected platform unifies the employee journey for the employer. **A win/win for all.**

Build Better, Smarter Schedules

HR professionals recognize the need help to improve scheduling, and employees agree. According to isolved's 2023 HR Trends Report, employees in the food services industry say scheduling is a top area of improvement for their HR department, second to employee engagement.

isolved People Cloud helps QSRs navigate HR and payroll complexities associated with shift work and set automated workflows for seamless scheduling. This makes it easier to track time off requests and attendance, and plan for staffing needs.

There's more:

- By forecasting labor demand based on historical data and current trends and making real-time adjustments to schedules, QSRs can ensure there are **always enough employees** on the schedule to meet customer demand.

- Through automated scheduling, QSR can **easily generate schedules** based on pre-defined criteria such as employee availability and skill sets, which can save time and reduce the risk of errors.

- Communication and collaboration among staff are improved through **an online portal** where employees can swap shifts and get notified of schedule changes or other important updates.

Minimize the Risk
for Noncompliance

The common practices of on-call, just-in-time or tentative scheduling means that an employee can be called to work a shift or asked to stay late on short notice. While these policies might be desirable to employers in the QSR industry since it allows them to respond to staffing shortages or customer traffic, it can negatively impact workers who must adapt to an erratic schedule and unpredictable income.

These practices have come under scrutiny in recent years with worker advocate groups taking a stand. The result is a growing number of jurisdictions enacting predictive scheduling laws. QSRs that operate in multiple states may face significant scheduling and compliance issues as a result.

isolved People Cloud can help QSRs create
predictable, balanced and—perhaps most importantly—compliant schedules.

- **Enable flexible scheduling** with self-service shift swaps and real-time communication

- **Powerful multi-location employee scheduling** prevents location overlap while checking all the boxes for compliance and regional-specific laws

- **Access to tools** to successfully navigate HR/payroll complexities associated with shift work

Streamline Scheduling,
Optimize Staffing

For more information about how isolved can help streamline scheduling and optimize staffing for your QSR, call us at 800.733.8839 or contact your account manager directly.

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