

About Us

At **change++** we help you achieve your business objectives by improving the way you manage information.

At whatever stage of a business process, we believe we can help you gather data more efficiently, report on it quickly, analyse it easily and present it clearly.

By listening to what you want to do and drawing on years of experience working with retail and leisure businesses, we can recommend the most cost-effective solution to your information systems needs.

change++

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TGI Friday's save costs by exploiting Excel for staff scheduling

Background

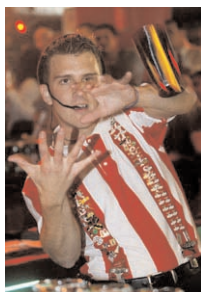
For many businesses in the retail and leisure sectors, the challenges of staff scheduling are complex and time-consuming. The business has to ensure that peak periods are appropriately managed but that only minimum staffing levels are maintained for quieter trading times. Achieving optimum staff deployment can save a business significant sums of time and money.



American-themed restaurant and bar chain, TGI Friday's, had developed an Excel spreadsheet system for restaurant managers to use for planning the staff rota. The spreadsheet was complex, used averages for staff costs that did not reflect regional variances and contained additional information restaurant managers did not need. It did however save the Group over £2m per annum in improved staff scheduling.

Peter Webb, Finance Manager at TGI Friday's, knew Excel offered additional features that could be used to further refine the scheduling system and briefed **change++** to work with him to maximize its effectiveness.

Solution



change++ developed a set of Excel forms that simplify the input of roster data. These are then combined with reporting forms that allow restaurant managers to quickly see where additional staff might be required or where staff levels are unnecessarily high. When the reporting forms are used in conjunction with budget data, a manager can fine tune staffing requirements to better match predicted workload. After 3 months' use, the discrepancy between budget and actual labour spend had been reduced by a factor of five.

"The cost savings TGI Friday's had already achieved using Excel were impressive, but we were able to deliver additional benefits and cost savings by further exploiting Excel's powerful programming language", says Nick Barnes, **change++** consultant. "Many of our clients use Excel, but don't always make it work as hard as it can. With this project, we demonstrated that spreadsheets can be simplified to minimize user error, make specific information available to individual branches in a chain – this system contains staff names and their hourly rates - and improve efficiency by saving managers' time working out rotas."

continued overleaf...

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Benefits

In addition to providing a more user-friendly system for managers, the major benefits for the business are

- Managers spend appreciably less time working out and reporting on their staff rotas – what previously entailed a day's activity has been reduced to about 2 hours.
- Actual labour spend now more closely matches budget, ensuring that forecasting can be much more accurate.

According to Peter Webb, "The improvements **change++** have made to the system I'd developed are extremely useful and the business is already reaping benefits that far outweigh the cost of the system. Our managers have time available for more productive activities and the business is more dynamic as a result."

