**Fundamentals of Writing a Great Schedule**

**Selecting projections:**

* Enter the most current data into the labor and service program “Labor Data” and “Dough Pars” tabs. Use the data provided by the Mirus reports sent out each Monday afternoon.
  + When pasting the Mirus data from the report to the Labor and Service program always make sure to open the file in excel; this may require you to download the file. (Don’t open in google sheets, etc.)
  + Copy the designated data using “Ctrl + C”.
  + Paste the data into the labor and service program by “right” clicking on row 6 and selecting “Paste Values”. Do not use “Ctrl + V” to paste the data.
    - Follow this same procedure for the dough par data.
* From the dropdown menus located on the “Projections & Recommended Staff” tab always pick the date of the Monday of the week you would like to use
  + Pick weeks with similar sales trends and events to use for projections
    - If a certain date does not seem to make an accurate projection replace it using the override menu dropdowns. Any day can be replaced with a different date.
      * For example: the 4/20/18 special fell on a Friday. In 2019 the 4/20 special will fall on a Saturday. When making that week’s schedule all the Saturday dates should use the 4/20/18 data to project sales for that Saturday.

**Adjusting productivity:**

* The labor and service program is set at a default 13 items per insider per hour and 3 deliveries per driver per hour. This is a very standard number that almost any store should be capable of. However, when a store has 2 or more people working that store becomes even more efficient. During the busiest hours of a store insiders may be capable of 18 – 20 items per hour and drivers may be capable of 5 – 6 deliveries per hour. Each half hour can be edited for each specific situation.
  + These settings can be adjusted on the “Projections and Staffing” tab, columns “Y” and “Z”.

**Making the schedule:**

* On the “Schedule (Hard End Times)” tab, select which day of the week you want to schedule in cell “DX1”.
* On the “Schedule (Hard End Times)” tab use the dropdown menus to select start and end times for each team member. Compare column “DY” (the number of people scheduled) to column “DX” (The number of people needed, based off your productivity settings).
* Column “DZ” shows the difference in the number of team members scheduled to the number suggested. If the half hour is “blue” that half hour may be understaffed and service may suffer. If the cell is “green” the store should be able to run balanced service and labor. If the cell is “Red” the half hour may be overstaffed and cost more labor dollars than necessary.

**Using the labor chart:**

* All hours are calculated automatically on the “Labor Chart” tab.
* Projected labor dollars are calculated using the calculated hours and multiplying by each team member’s pay rate.
  + Fill in each team member’s pay rate on the “Pay Rates” tab.
    - Select if the manager is paid salary or hourly in cell “D1”
      * If the manager is salary enter the pay per day in row 5 and leave row 4 blank.
      * If the manager is hourly enter the hourly rate in row 4 and leave row 5 blank.
    - If you would like to hide the “Pay Rates” tab from other team members “Right” click on the “Pay Rates” tab and select hide tab. To unhide, “right” click any tab and select unhide tab.
* At the bottom of the labor charts you can find the estimated items/hour and the estimated efficiency of the store. A higher efficiency number equals a store that is spending fewer dollars in labor to produce a higher number of products. The goal is to have the highest efficiency number while still maintaining an OTD under 18 min.

**Posting the schedule:**

* The schedule can be printed in two different formats:
  + Hard end times:
    - Every team members end time is a set time. Example; 2:00pm – 8:00pm
  + Vague end times:
    - A team members end time can be switched to a vague ending such as “Dinn” or “Prep”. This allows some flexibility when cutting team members during or after peak times.
* Daily sheets can also be printed off for each day of the week. These can be posted for quick view of that day’s schedule. It also has an estimate of how much dough of each size should be pulled for each shift projected that day. Lastly it shows the estimated sales and labor dollars for the day.

**Making a prep list:**

* After an SMK change the menu mix of a store can change slightly. With this the need for certain products can change. 4 weeks after an SMK change the prep list should be updated.
  + In the management screen under the “inventory” category there is a function titled “Order Estimates”.
    - Add a new estimate and select an estimated sales value of $1,000.00 dollars.
    - Select dates to calculate the average usage of each item starting the day after the download to the current date.
    - Enter the “Amount Needed” column into the “Prep List” tab in column “U”.
* Print each prep list for each day of the week to get an accurate estimated prep level based off your projected sales volume for each day of the week.

**Using the calendars:**

* The Labor and Service program has a calendar for the current year and the previous year. Each week’s sales can also be tracked. After each week add things like; community events, fundraiser nights, weather conditions, outages, or anything else that could have altered sales for the day.
* At the end of the year copy the current year’s calendar and paste it over the previous year’s calendar. Now the previous year’s calendar can be used to better predict the next year’s sales trends.