



Intelligent Scheduling.

A new era of scheduling for restaurants.

Scheduling is Important.

We know how important great scheduling is to driving profits in restaurants, pubs and hotels.



Healthy Profits

With restaurant labour spend equating to **25%-30% of sales**, optimising your scheduling will make a huge impact on the bottom line.

¹ Fourth research, 2023



Happy Employees

How you schedule impacts your employees wellbeing, finances and happiness. **54% of workers** say flexibility improves morale.

² Morning Advertiser article, Feb 2022



Satisfied Customers

Customers feel the impact of poor scheduling. **59% of QSR frontline workers** surveyed cite the impact of staff shortages.

³ The Caterer article, Nov 2021

But great scheduling is hard.

Fourth's own research shows that **~20%** of the hours scheduled by restaurants deliver no value.

Customer demand varies



Factors such as the economy, weather, holidays, events and your competitors make predicting customer demand challenging.

Staff are in short supply

1 in 11 hospitality roles are vacant.¹

Employee attraction and retention remain a challenge for the industry, posing a significant challenge to consistently filling shifts.

¹ CNA Business News 2022



Under-staff and you miss sales.

Over-staff and you lose margin.

You need to strike the right balance.

Your restaurant managers are fundamental to great scheduling.

The decisions they make have a massive impact on labour spend, employee happiness and guest experience.



However, your managers are overburdened.

With myriad demand on their time from employees, customers, management and endless admin, its no wonder **35% quit in their first year**¹.

As a consequence, the time and insight to create a truly optimal schedule is often lacking.

¹ Zippia.com

Employees crave certainty and flexibility.

Let's not forget your all-important employees. Great scheduling plays a part in their wellbeing and happiness.

On one hand, they crave certainty. An unpredictable or last-minute schedule makes balancing life and work tricky.

On the other hand, they also desire flexibility.

60% do not believe their hospitality roles are flexible enough.
43% would like to pick up more hours.

¹ Morning Advertiser article, Feb 2022



How can restaurants supercharge their scheduling?



Good news, we are entering the **fourth** era of Scheduling.



Written by hand

Remember when the rota was simply posted on the noticeboard?



Basic spreadsheet

The next evolution is simply a digital version of the basic rota. Easier to edit, but no smarter.



Scheduling tool

Pure-play tools offer more capabilities to ensure shift fulfilment and compliance, but still rely on managers judgement to hit efficiency goals.



AI enabled

A new breed of scheduling software is emerging, that leverages AI, analytics and automation to optimise scheduling for profit.

In this new era of Scheduling, powerful new capabilities can change how you run your business.

At Fourth, we call this:

Intelligent Scheduling.

Smarter Scheduling

AI forecasting ensures you never miss an opportunity to maximise your labour efficiency.

Use demand forecasts to identify the optimal budget and team for every shift. Accurate predictions are made using past sales, local events, holidays and more.

Easier Scheduling

Auto-scheduling enables you to generate the optimal shift pattern with minimal effort.

Significantly reduce the effort to build and populate shifts, while ensuring you always hit your productivity and compliance goals.

Connected Scheduling

Shift Pooling unleashes the potential of your people and locations, connecting your entire business.

Offer your employees the opportunity to pick up shifts across multiple locations, giving you the flexibility to maximise shift fulfilment.

The network effect.

The capabilities offered by **Intelligent Scheduling** are individually impressive, but the true power lies in combining them. Utilising a powerful AI engine enables you to optimise across everything.

Identify demand, build optimal shifts and deploy your employees to maximise efficiency across your entire restaurant chain.



Case study:

15%
Increase in sales



Fourth's intelligent Scheduling solution enables Thai Leisure Group to optimise their scheduling, contributing to a **15% increase** in sales. By improving forecast accuracy and simplifying the process for managers, they were also able to achieve a **22% reduction in over-scheduling** (> 56,000 hours).

Overall, they managed to negate the April 2022 Minimum Wage increases and deliver a **1% labour saving**.

Read the full case study on uk.fourth.com.

Fourth is a leading workforce and inventory technology for restaurants, hotels and retailers, with intelligent solutions that empower you to optimise sales, control costs and stay compliant.

A selection of our great customers:



Scan the QR code to learn more about Intelligent Scheduling

