



••• *Strategies for Workforce
Management in Dining*

Summary Results – January 2013



Observations and Conclusions

- *Responders are most concerned about Guest Satisfaction (69%), Staff Turnover (55%) and Healthcare Reform (50%).*
- *POS systems are the most common system used for a workforce management solution.*
- *Only 13% of responders are highly satisfied with their WFM system.*
- *Scheduling enforcement is a top deficiency in WFM systems*
- *Responders are woefully unprepared for Healthcare issues – especially in their ability to managing penalty thresholds*
- *Over 50% of responders expect that a new WFM system will help with scheduling, better hiring, and reducing turnover.*

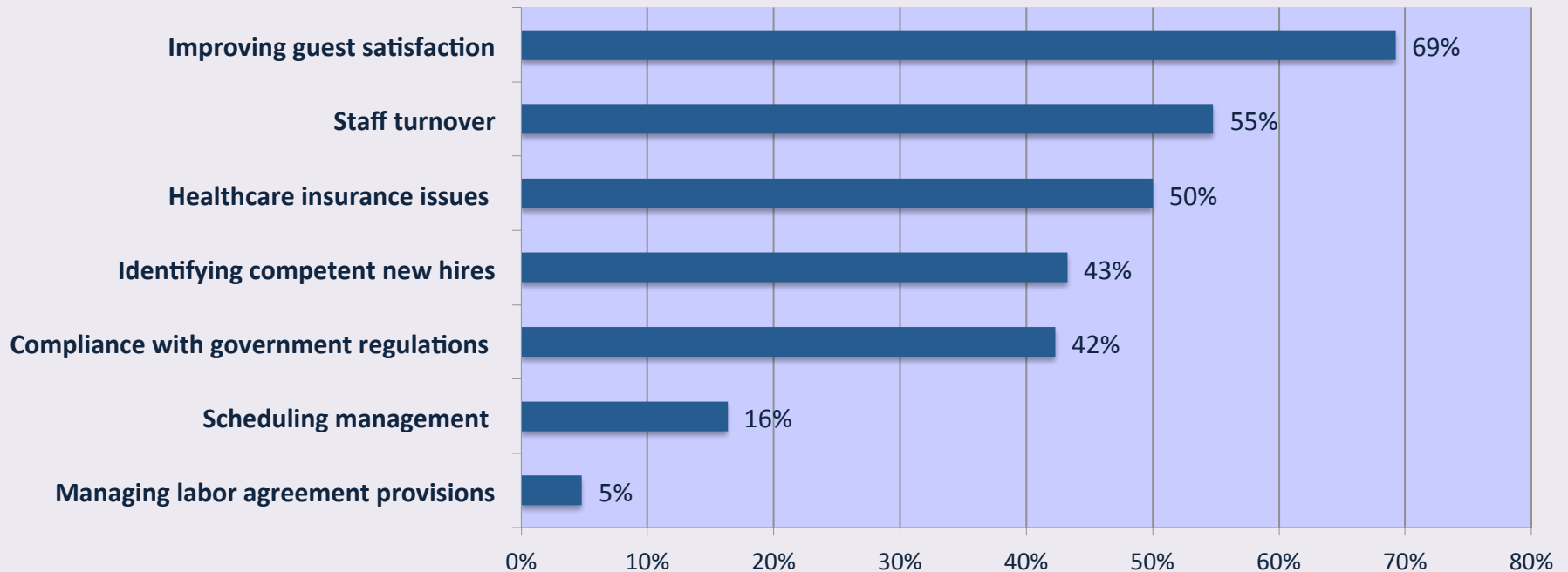


Program Overview

- *Gatepoint Research invited selected executives to participate in a survey themed **Strategies for Workforce Management in Dining**.*
- *Candidates were invited via email and 104 executives have participated to date.*
- *Survey participants are senior decision-makers; 90% are Director level or above; 44% are VPs or CxOs.*



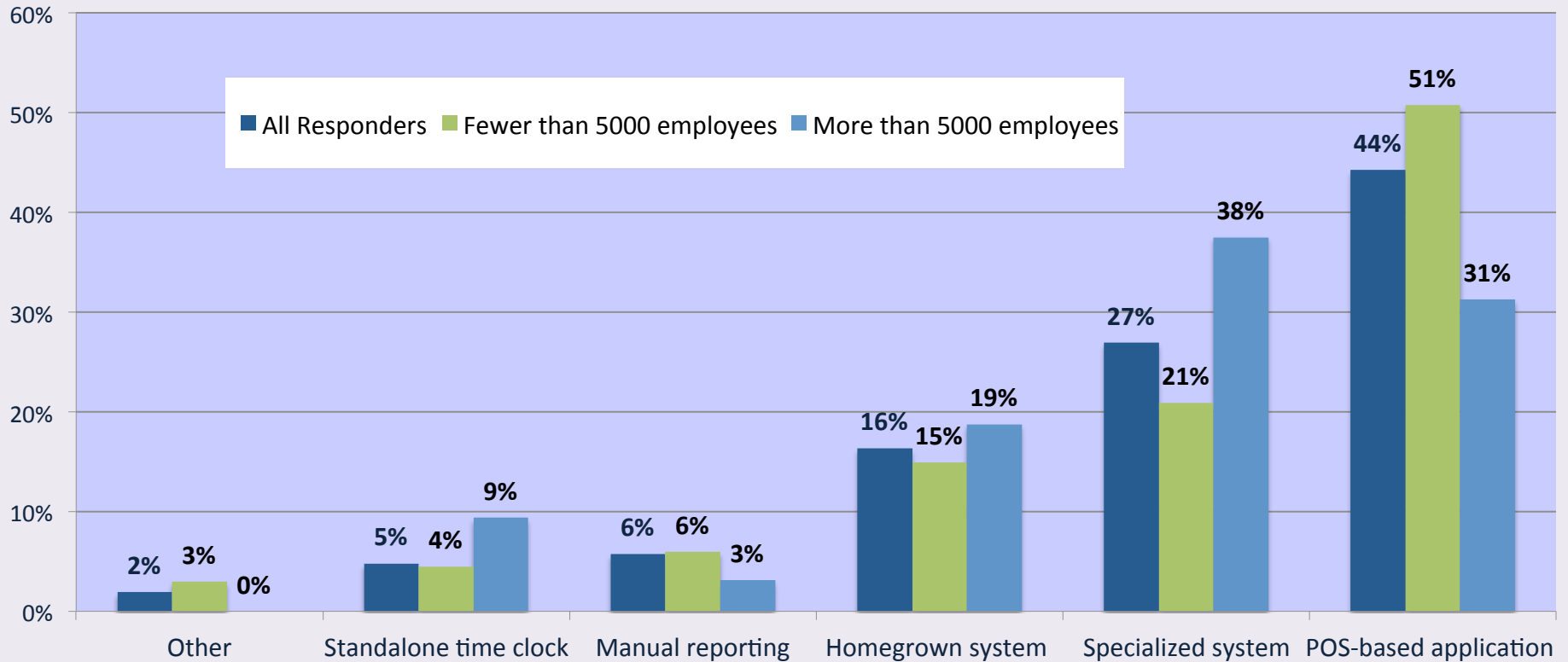
Over the next two years what are your major workforce management concerns?



Survey responders see improving guest satisfaction as the most pressing concern when considering workforce management.



What is your primary means of workforce management?

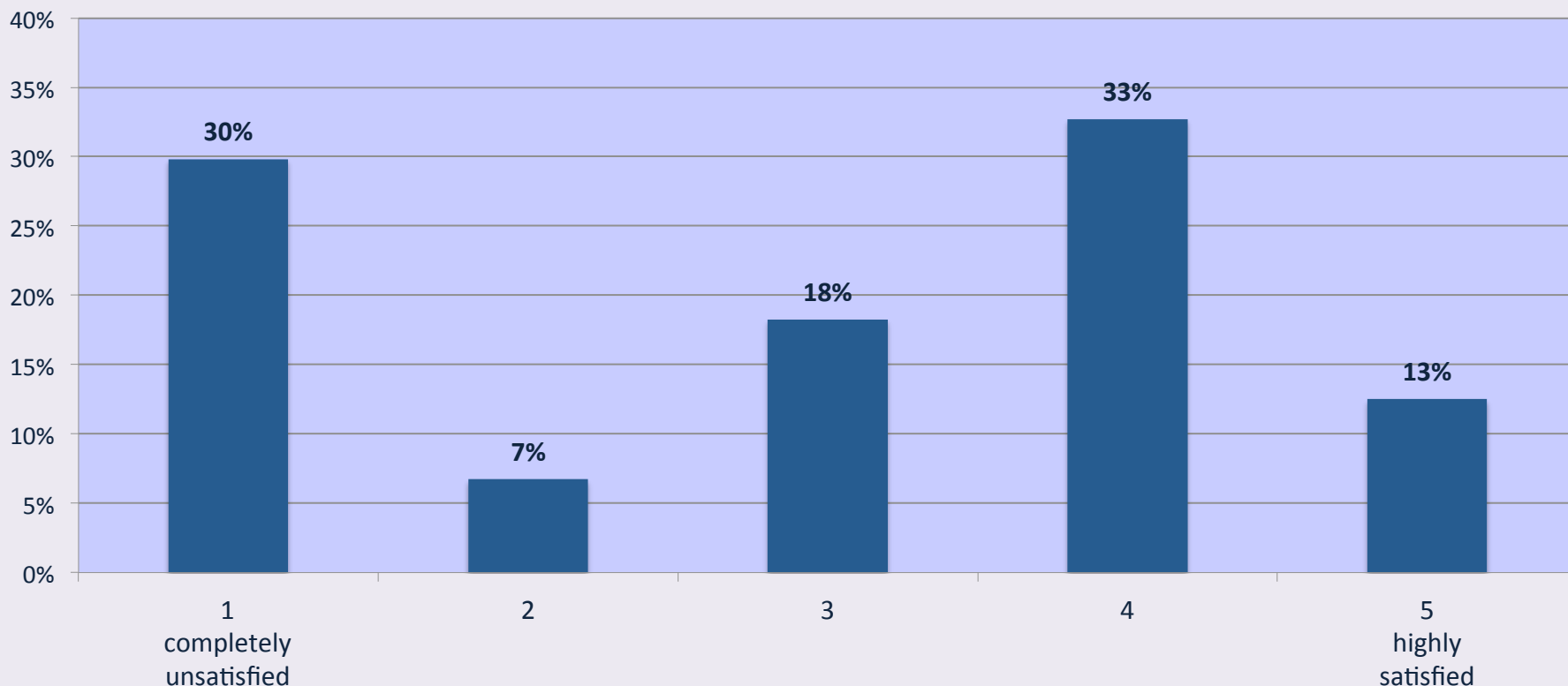


POS systems are the most common system used for workforce management.



What is your satisfaction level with the existing workforce management system/process?

(Rate 1 to 5, 1 = completely unsatisfied, 5 = highly satisfied):

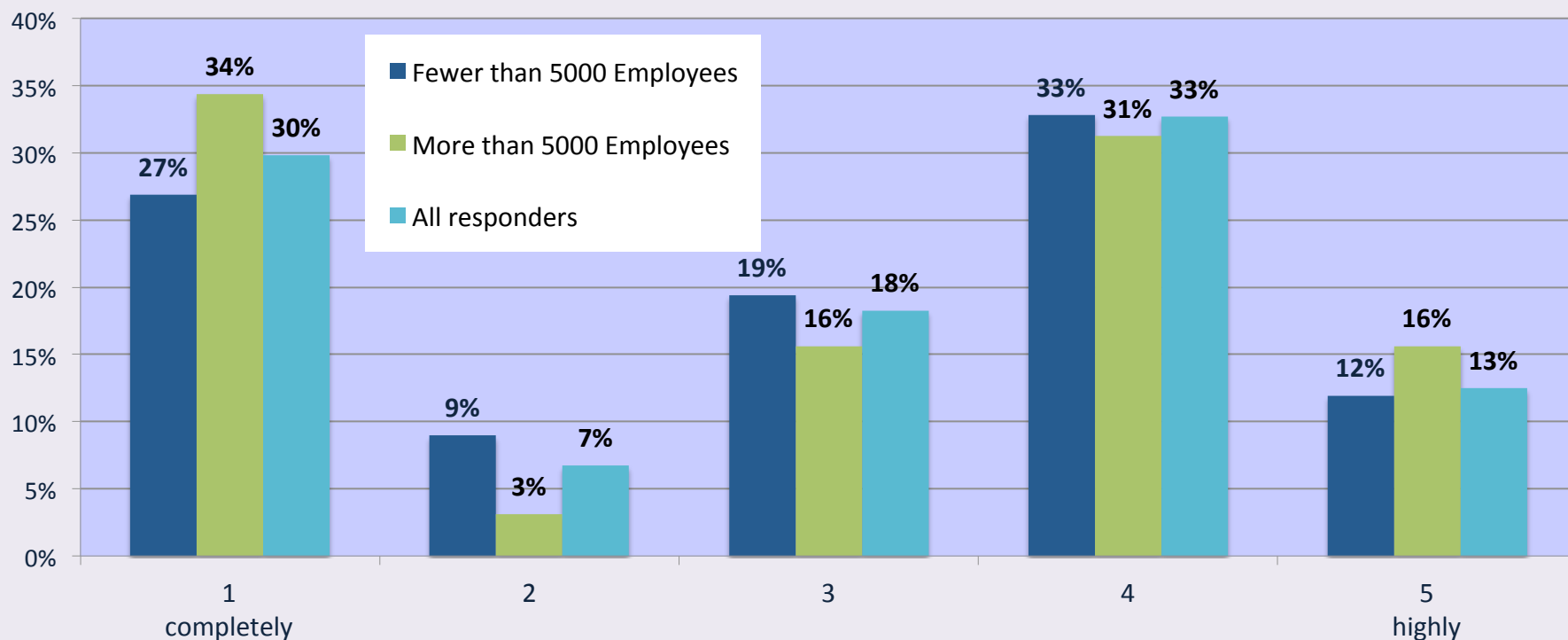


Only 13% are highly satisfied with their WFM system. 37% of responders are highly or completely unsatisfied.



What is your satisfaction level with the existing workforce management system/process?

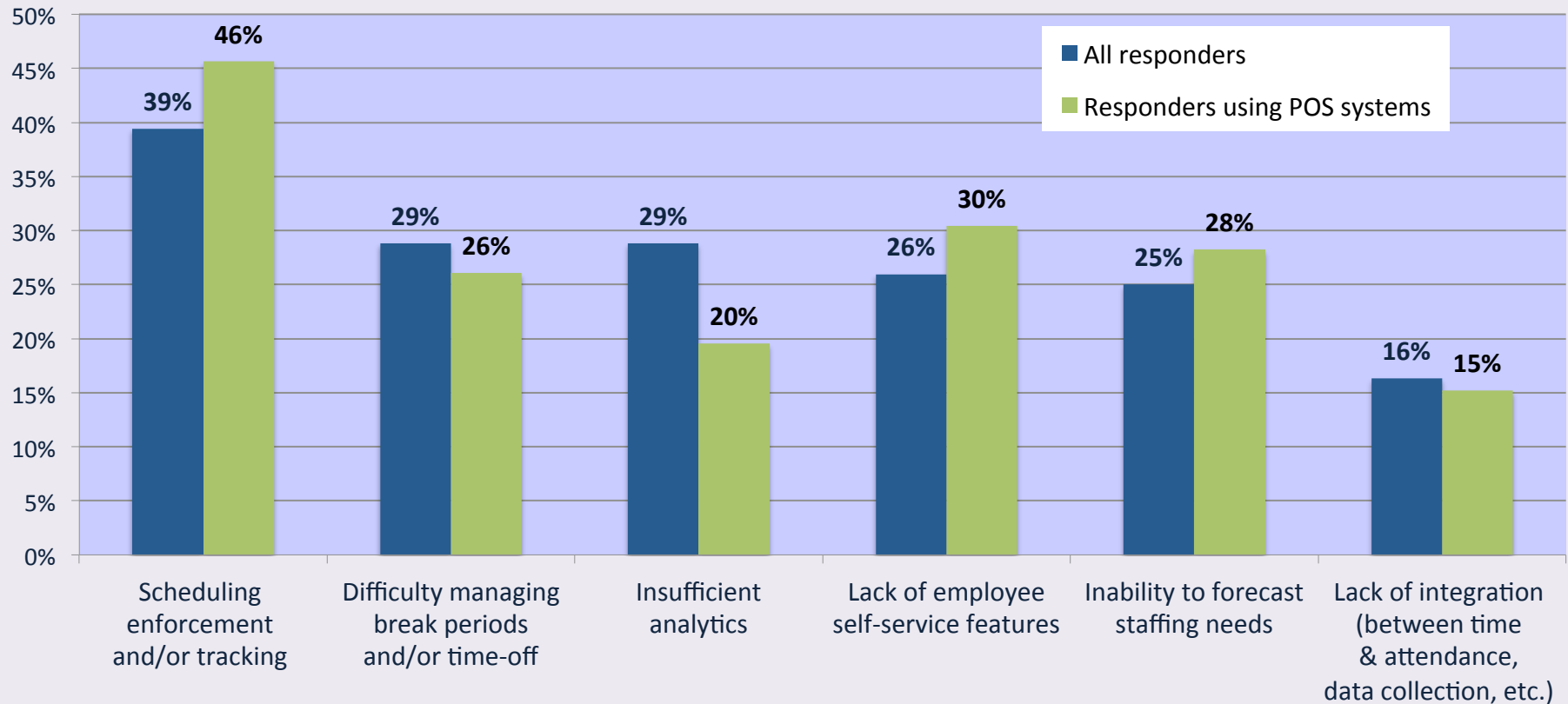
(Rate 1 to 5, 1 = completely unsatisfied, 5 = highly satisfied):



Responders from large organizations are more likely to be dissatisfied with their workforce management systems.

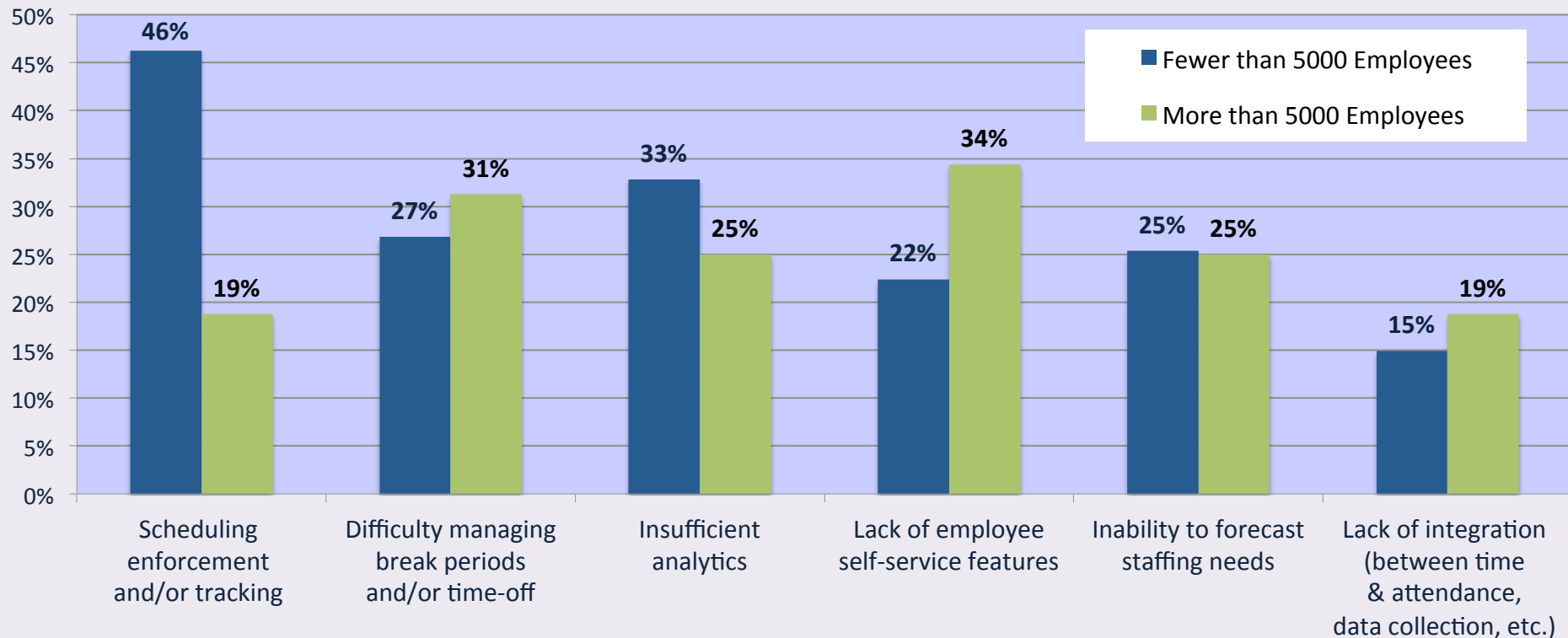


What shortcomings or deficiencies have you experienced with existing workforce staffing management system/processes?



Scheduling enforcement is the top deficiency in workforce staffing management systems.

What shortcomings or deficiencies have you experienced with existing workforce staffing management system/processes?



Responders from smaller companies cite scheduling as the primary deficiency in their management system. Larger companies have concerns in all categories of workforce management.



How would you assess readiness for healthcare insurance issues in the following areas?

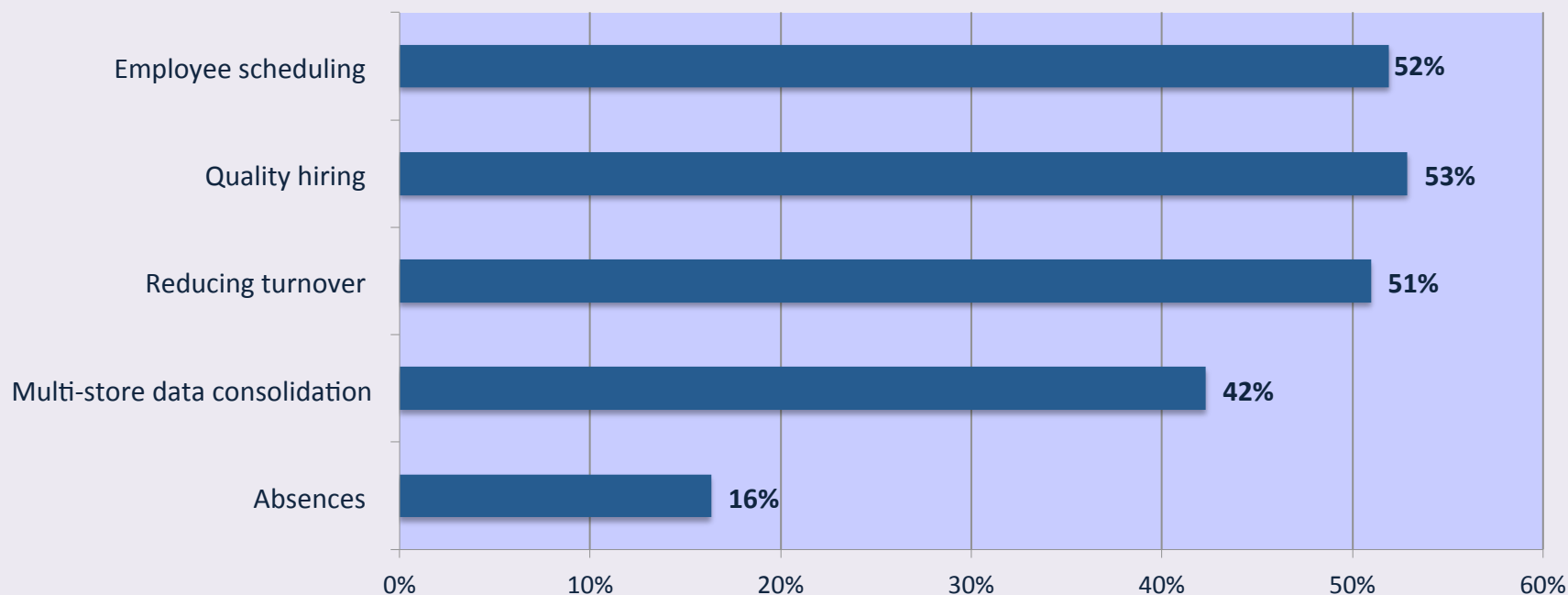
(Rate 1 to 5, 1 = not at all prepared 5 = highly prepared):



Responders' organizations are woefully unprepared for healthcare issues in all areas surveyed.



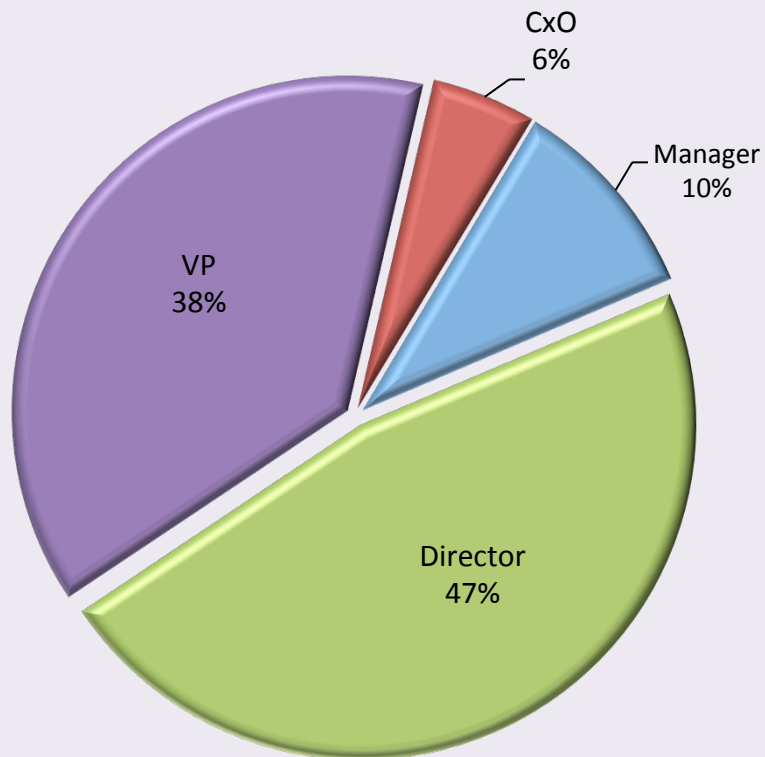
Which of the following would you expect a new workforce management system would help you manage better?



Over half of responders expect that a new workforce management system would help with scheduling, better hiring and reducing turnover.



Profile of Responders: Job Level



90% of responders work at the Director, VP or CxO level.



About



KRONOS®

Kronos delivers restaurant workforce management solutions that enable organizations to minimize compliance risk, control labor costs, and improve workforce productivity.

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