

Why XERA mPOS?

Workforce Management

The Scenario

Every state has its own set of laws governing labor. Laws governing pay rates, breaks, hours worked per shift or day and how overtime is computed and paid. Then the restaurant has choices of how and when employees are paid. Finally, there are the federal laws governing tips that only add to the complexities of time clock software in Point of Sale applications.

The picture is not a pretty one as restaurant operations struggle to maintain control of all of the aspects of employees, HR and payroll. Far too many restaurants operations spend vast amounts of time, resources and effort to properly handle their time clock. When POS systems have limited or inflexible time clock software this only compounds the problems poor restaurant owners have to deal with.

Employees add to the problem by taking advantage of the restaurant's weak time clock enforcement. They will clock in early, then go to the restroom, stop outside to smoke or any number of things before actually reporting for work. It is not an uncommon occurrence to see employees gaining a ½ hour or more per shift with these types of activities before or after their actual shift time. Some restaurant operations lose thousands of dollars per year in this area alone.

The Solution

XERA mPOS has the most advanced time clock management available in a mPOS system in the Workforce Management. Workforce Management addresses all of the complexities that drive other mPOS companies out of their minds.

Workforce Management is also one of the areas where we have “No Limits” on some very key items:

Number of Employees – Absolutely no limit on the number of employees in the system.

Number of HR Departments – HR Departments are the highest level of payroll reporting and are generally used to track labor on a near operational level.

Number of Job Titles – Examples would be Manager, Bartender and Waiter. Pay rates are assigned at this level. Clock in early and late allowances are also set at this level.

Number of Job Types – Job Types help define reporting and control for the many jobs in a restaurant. Each Job Type is then assigned to a Job Title. Job Titles then will have multiple Job Types assigned, giving much more definition in understanding and analyzing labor cost.

Number of Job Skill Levels – Management has the option to rate each employee regarding their individual skill at their positions. The most common use by XERA is in the creation of labor schedules. The system will look at the skill levels of the available employees when creating a labor schedule.

Number of Labor Locations – This is a way for the restaurant to break down the labor cost even further by sections of the restaurant. Job Titles are assigned to each Labor Location to help define the labor cost allowed to be used at each location. Examples of Labor Locations are Bar, Kitchen, Main Dining and Patio Dining.

Number of Labor Budgets – XERA uses Labor Budgets to produce Labor Schedules. Management sets how much they wish to spend of labor cost and XERA will create a schedule to match. Budgets can be set for each Labor Location within the operation.

Number of Labor Schedules – XERA will create a schedule for each Labor Location based upon the budgets created for each of those locations.

Number of Pay Rates per Employee – Even though pay rates can be globally set for every Job Title in the system these can be overwritten at the employee level.

With these “No Limits” features in XERA Workforce Management we are able to provide the restaurant owner with the necessary tools to manage and control their labor costs. By setting the guidelines and restrictions in the Workforce Management Module the restaurant owner now has a true watchdog helping them maintain control over this very key expense. Setting such as these:

- Setting Minimum, Optimal and Maximum hours per shift
- Setting of Overtime and Holiday pay rates
- Show breaks and lunches taken on payroll report
- Clock in/out grace period (Global setting that has override ability down to employee level)
- Force clock in to use POS
- Enable reminders for breaks and lunches
- Auto clock out employees at end of shift and add minutes to allow for paperwork duties.
- Auto clock out all employees at end of day.
- Break reminders on POS for employees
- Allow early/late clock in to assume scheduled time.
- Allow early clock in with delayed approval.
- Force breaks after “?” hours worked
- Breaks can be paid/unpaid

Use of the settings to control just the clock in/out according to the labor schedule can result in substantial reduction in labor cost. Follow this simple calculation. With a reduction in the people clocking in early by a total of ½ hour (3 minutes per 10 employees or 1 minute per 30 employees) and a similar reduction in the people clocking out late of ½ hour the restaurant owner is paying a total of 1 hour less per day. At a rate of \$10/hour (including any benefits such as FICA and Unemployment Tax) this means a total savings of \$300 per month.

In some states employees are required to take breaks. In almost all cases these are unpaid breaks. However, some state laws require the employee be paid for the break if the break does not meet the required minimum time. This means that if the minimum break is 20 minutes and the employee clocks back in 1 minute early that the entire 20 minute break is now paid. XERA mPOS stops this from happening. Stopping this just 3 times per day is another labor savings of \$300 per month.

There are over 100 settings such as these that provide the restaurant owner the flexibility they need to place controls over their payroll. The cost savings from these controls is tremendous, especially with regard to enforcing the schedule and stopping employees from riding the clock. Payroll is a costly line on the P & L statement. With XERA Workforce Management the restaurant owner finally has a tool to help manage their employees and payroll.

The Conclusion

Overall, the flexibility of Workforce Management in XERA mPOS is beyond any other mPOS system. This flexibility gives the restaurant owner the knowledge and comfort that XERA can adapt to their individual needs and grow with their operation for years to come.

Upon closer examination of the settings in Workforce Management, the restaurant owner will find the flexibility to enact their employee policies while being able to meet government regulations. By applying the features and settings in Workforce Management, the restaurant owner will find that they can worry less about their employee payroll, labor cost and reporting and focus on their customers and growing their business.