



Ready to Supercharge Your Labour Productivity?

Fourth Workforce Management Solution for Hotels

Introduction

Without a doubt the pandemic has had a drastic impact on the hotel occupancy rate, which was slashed by a third in 2021 alone. The hospitality industry is longing for the return of some normalcy and operators are ready to welcome guests for staycations and international travels alike.

Over the past 18 months, a perfect storm of challenges, from a global pandemic to Brexit, has dramatically changed the make-up of the workforce. Swathes of hospitality workers have moved on to new careers, looking for more balanced work-life style positions.

The labour pool has suffered a significant 16% shrinkage, leaving leaders in the sector of accommodation and boutique-style hotels alike struggling to find the team members they need to provide a memorable service to their guests.



To combat this trend, hotels need to increase wages and benefits to ensure they attract new talent and retain experienced staff. Having the right people, at the right time, at the right place is a challenge in itself, however this becomes even tougher when operating under tight profit margins. As of June 2021, 48% of businesses in the accommodation sector reported a decrease in profits of 20%, the highest proportion of any hospitality sector.

It's essential that hotels help re-shape the practice and perception of the industry, heavily engrained in long shifts and low wages, to restore the appeal of a career in hospitality as a rewarding one, making this the first step towards a full recovery for the accommodation sector.

Get The Best From Your People While Protecting Your Profits

Although hotels are dealing with a number of challenges, inbound tourism is predicted to reach £57 billion by 2025, so there's no better moment than now to invest in your organisation and put your business ahead of the competition.

Fourth has built a brand-new Workforce Management Solution specifically designed to attend to the modern and unique needs of the hotel industry, with the primary goal of helping operators deliver high productivity, while maximising profits.



Key Features

Maximise profit against rising labour costs

- **Labour Demand Forecasting** achieved through custom built Labour Standards that precisely calculate the optimal time required for every hotel job role and task, providing reliable, predictive insights into future labour demand.
- **Agency Control & Management** is made easy through a centralised storage of agency information, with contractor roles and hourly costs integrated directly into the Scheduling Tool, offering managers full visibility of agency options and costs.

Manage unpredictable changes to service demand

- **Dynamic Scheduling Tool** provides full visibility of the labour required, the staff available to meet the demand and a visual landscape to plot and calculate the assigned hours and cost against staff and 3rd party contractors.
- **Real-Time service demand** is captured from demand generating systems and fed directly into the scheduling tool, so that managers can be consistently updated with reliable data for the required labour demand for all job roles, across all departments.





Balance staff availability, skills and time

- **Flexible work sessions** are designed to meet the unique needs of a hotel with labour demand calculated for specific hours, periods of the day or days of the week to accommodate quiet and busy periods.
- **Real-Time Engagement** allows department managers to react on the go to scheduling changes and engage staff through a mobile app that lets staff view their schedule at anytime, while swapping and applying for open shifts.

Deliver complex guest service packages

- **Intelligent Activity Drivers** can be designed in various ways, so that labour standards can be reliably calculated against the value of real service demand for one or multiple departments.
- **Multi-Department Labour Calculation** is achieved by combining labour standards with previous or following days activity drivers that in a single calculation accurately forecast labour demand across different departments.

Fourth's Solution Makes Daily Operations Easier Across The Business



General Manager

Gains visibility of which departments are on target and what actions need to be taken ahead of time to avoid over-spend on labour costs and other labour challenges.



HR Manager

Benchmarking and tracking labour standards increases accuracy of labour forecasting allowing staff to attain a higher level of work satisfaction which in turn reduces staff turnover.



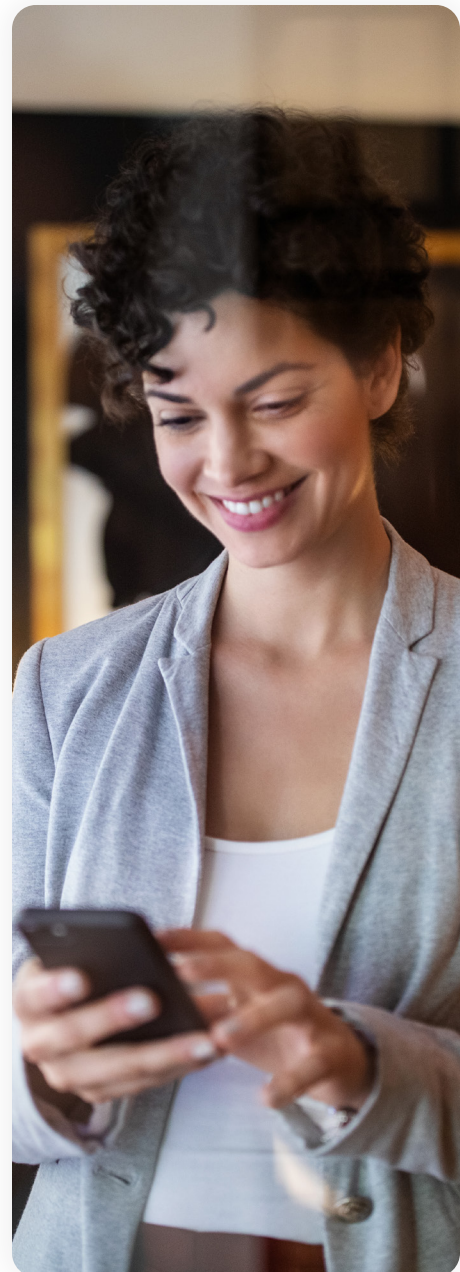
Finance manager

Acquires the ability to schedule effectively and reduce over-staffing, along with automated rules that control labour costs, reduces overtime costs and agency spend, increasing profit and operational cash flow.



IT Manager

Rolling out the service simultaneously to multiple locations with the ability for staff to access the online service using a single sign-on, ensuring deployment is seamless and provides an optimal user experience.



A Team of Experts Dedicated to Working With You

At Fourth, we have built our Workforce Management Solution for Hotels championing the innovative Automated Labour Demand model. It guarantees to provide optimal staff productivity with controlled costs, so that you can focus all your efforts on delivering the high level of service expected by your guests.

However, to achieve optimum efficiencies and fast results your individual Labour Demand Model needs to reflect the complexity and specific requirements of your hotel.

To satisfy this need, we have our in-house team of Productivity Consultants, who are experts in their field with years of hospitality experience and work closely with your business to design and produce a Labour Demand Model that meets your exact requirements, delivering high labour performance and cost saving results.

They are on hand to:



Optimise Labour Standards

Granular labour standards designed to take into account the variations within all tasks for fixed and variable job roles, across all departments.



Integrate Activity Drivers

Single and calculated activity drivers designed with offset rules to provide a single labour calculation for multiple roles and departments. Service demand generating systems can integrate via Fourth Standard FTP or API.



Automate Compliance

Risk of fines and penalties fully mitigated by designing and automating labour compliance rules directly into your scheduling tool.

Meet the Team



Productivity Consultants

Labour modelling experts who observe operations to design optimised labour standards and activity drivers that improve productivity and ROI.



Solution Consultants

Experts in workforce management solutions that work closely with your teams to design a configuration that is uniquely tailored to your hotel.



Project Managers

Your dedicated point of contact ensuring the delivery and implementation of the solution meet your expectations.



Technical Consultants

They liaise with your IT team and 3rd party providers to integrate the solution to all your demand generating systems.





In a Snapshot

A hotel-optimised workforce management solution built to meet the modern needs and challenges of the hotel industry, offering:

- **An Automated Labour Demand Model** based on the optimal time required for each job role to reliably fulfil the actual demand.
- **A dynamic Scheduling Tool** that provides full visibility of the labour hours required, the staff available, along with assigned hours and costs against each team member.
- **Real-time Scheduling & a Mobile App** giving managers the ability to make scheduling changes on the go, so that staff can see, swap and apply for open shifts.
- **Wage cost calculation** giving immediate visibility of labour costs that are instantly calculated for each member of staff and 3rd party contractor.
- **Time & Attendance** monitoring staff attendance, availability and actual recorded work hours, all streamed directly from the scheduling tool.
- **Labour Performance Analytics & Reporting** providing reports delivered straight to the inbox, with insights into labour costs and staff performance across all departments and hotel locations.

About Fourth

Fourth provides end-to-end, best-in-class technology and services for the hospitality, leisure and retail industries. Its procurement, inventory, and workforce management solutions, coupled with a complete data and analytics suite, give businesses the actionable insights they need to control costs, scale profitability, improve employee engagement, and maintain compliance.

Since its merger with US-based HotSchedules, Fourth serves more than 7,000 customers across 120,000 locations globally.

Fourth works with multi-national companies across the retail, hospitality and leisure industries, including Holland & Barrett, Robert Dyas, Ryman, Boux Avenue, Fortnum & Mason, Tesco Family Dining, Gail's Bakery, Soho House, The Ivy, The Dorchester, The Ritz, Burger King, Leon, Pizza Express, Wentworth Club and SSP Group.



Built For Hotels

Find out how you can increase your profit by optimising labour costs through reliable labour forecasting and dynamic scheduling.



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