Project Voyager
Hotel Effectiveness

Daily Labor Check-In Call

Making the Most of Hotel Effectiveness

➢ **Use Hotel Effectiveness properly every day to improve housekeeping performance and lower "junk" overtime**

  ➢ How do I know if Housekeeping Performance is improving?
  ➢ How do I know if "Junk" Overtime is lower?

➢ **First, every morning, you must check and make sure that no data is missing; if data is missing, then reports you review will be useless**

  ➢ Verify Night Audit Data Entry by looking at the 28 Day Data Check Report

Verifying Night Audit Data Entry

To Find Report:
Night Audit Entry > Data Quality >
28 Day Data Check

Once You've Found Report:
Look for missing data.
Has rooms sold/revenue been entered?
Has rooms cleaned been entered?
Edit and add any missing data.

Verifying Contract Hours

To Find Report:
Night Audit Entry > Data Entry > Contractor Hours Entry

Once You've Found Report:
Look for missing data.
Have contractor labor hours been entered?
If hours are missing, add or edit, as necessary.
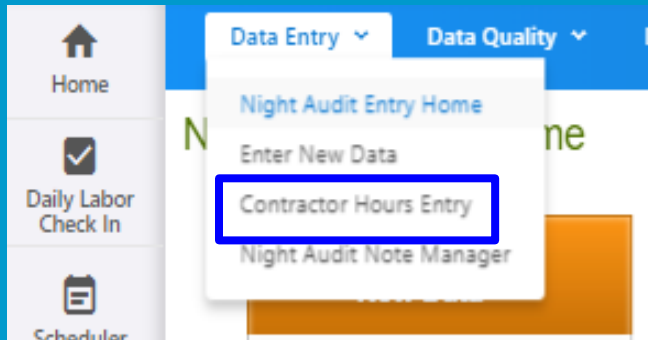
	Total Hours	Actions		Actions
10/04/2019	38.00	Add One >>	Add Multiple >>	View/Edit >>
10/03/2019	7.50	Add One >>	Add Multiple >>	View/Edit >>
10/02/2019	37.50	Add One >>	Add Multiple >>	View/Edit >>
10/01/2019	37.50	Add One >>	Add Multiple >>	View/Edit >>

After Checking Data, Then Conduct the 5 Minute Daily Labor Check-In

➢A quick and easy process that will give you a full analysis of your property's labor performance

➢Shows yesterday's actual labor compared to your labor standards
　　➢**Our initial focus is on housekeeping performance and overtime risk**

➢The Daily Labor Check-In should be completed each day by every manager responsible for controlling labor costs

➢You will see any immediate labor cost or staffing issues

➢Talk about Daily Labor Check-In results in daily stand-up every day
　　➢**Print out results from the website**
　　➢**Use results to understand what's happening with your daily labor metrics, spot trends, and make staffing changes if needed to eliminate overtime**

Make the Daily Labor Check-In a Priority

Finding the Daily Labor Check-In on the Hotel Effectiveness website

- Log In
- Select "5 Minute Daily Labor Check-In" in the left navigation bar
- Select Date
- Click "Start Your Daily Labor Check-In"

The system will lead you through the process step-by-step

NOTE---

Some users may have less than 5 steps depending on their user permissions; all users should complete every step available

TIP! - - -

General Managers can sign up for an email alert that keeps track of check-in progress and lets them know which department managers are completing the Daily Labor Check-In

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Sample Home Page Dashboard

➢The dashboard will highlight your hotel's progress for the week

➢If you want to specific details for a certain day of week, click on that Win, Loss, Close Loss button

➢To start your Daily Labor Check-In, click on the icon

Did Your Hotel Win?

Win = your hotel's actual hours are less than plan hours for the day / week to date

Loss = your hotel has exceeded plan labor hours by more than 3%

Close Loss = your hotel has exceeded plan labor hours by 3% or less

TIP! ---

If you see "Missing", it is likely because Night Audit Entry is incomplete

Next → Dept Issues

➢ A listing of every non-F&B position or department with actual or plan hours for the day that is over plan hours

➢ Actual hours are based on time clock punches for all hourly employees. Actual hours for salaried employees are system calculated if they are set-up as active salaried employees

  ➢ **To ensure that Room Attendant hours are calculating properly, it is critical that when entering the forecast daily, to review and update "Section 3: Override Housekeeping Cleans" in Scheduler**

➢ Plan hours are based on your labor plan standards and the operational information entered by your night auditor

➢ You can click the + next to any position to view all employees who have hours coded to that position

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You have 7 Departments over plan

Departments Over Plan	Daily Hours 09/05/2019			Week to Date Hours 08/31/2019 to 09/05/2019		
	Actual	Plan	Variance	Actual	Plan	Variance
AG	52.23	47.99	-4.24	241.45	287.93	46.48
Banquets Food	12.03	8.10	-3.93	302.84	682.87	380.03
Front Desk	45.06	25.51	-19.55	222.56	153.65	-68.91
Laundry	22.11	24.96	2.85	158.12	152.33	-5.79
Rest 2 Starbucks	36.63	34.86	-1.77	215.52	194.80	-20.72
Room Service Food	6.18	2.01	-4.17	40.43	24.83	-15.60
Staff Cafeteria	7.45	8.00	0.55	38.17	32.00	-6.17

Position Details

	Actual	Plan	Variance	Actual	Plan	Variance
AG	52.23	47.99	-4.24	241.45	287.93	46.48
⊞ Controller	5.70	5.71	0.01	34.20	34.29	0.09
⊞ General Manager	0.00	5.71	5.71	0.00	34.26	34.26
⊞ HR Director	5.70	5.71	0.01	34.20	34.29	0.09
⊞ Night Auditor	8.22	8.00	-0.22	57.56	48.00	-9.56
⊞ Staff Accountant	32.61	22.85	-9.76	115.49	137.10	21.61

TIP! ---

Look at any significant variances, whether green or red

Why is Front Desk over, and why does GM not have actual hours recorded?

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Front Desk Clerks

Daily Hours			Week to Date Hours		
09/05/2019			08/31/2019 to 09/05/2019		
Actual	Plan	Variance	Actual	Plan	Variance
31.61	8.30	-23.31	165.56	48.00	-117.56
0.00			22.83		
0.00			24.88		
9.56			19.23		
8.08			31.80		
0.00			23.41		
6.45			21.20		
7.52			22.21		

Are Plan Hours correct?

➢Plan hours are calculated based on basic operational information like how many rooms have been sold and how many rooms housekeepers have cleaned

  ➢These numbers need to be entered by property every night

  ➢Is this happening?

➢Plan hours also affected by labor standards that were set up and reviewed with corporate office; if you have questions, first contact your DVP

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Next → Hskp

➢A win/loss report for the entire housekeeping department

➢Includes details by room attendant for actual and plan minutes per room

➢Calculations are based on actual hours that were coded to Room Attendants as well as rooms cleaned reported

➢The plan minutes per room are based on your labor plan standards. A comparison of the number of rooms sold for the prior day and the number of rooms cleaned is included as a data quality check

Next → Hskp

➢In addition, hours for laundry and all other housekeeping support positions are included to provide a complete view of housekeeping labor productivity compared to labor standards

➢To make sure you receive a productivity analysis for room attendants, **it is critical to use the Housekeeping Tools <u>twice a day</u>, once to update "Gameday Housekeeping Scheduler" and again to "Enter Housekeeping Cleans"**

 ➢Once in the morning to determine estimated shift time for room attendants to clean rooms, which is determined based on the number and type of cleans assigned to each room attendant

 ➢Second at the end of day, to enter actual rooms cleaned by each associate (this data will automatically transfer to Night Audit Entry)

Did Your Housekeeping Win?

Yes, Under Target by 10 Hours

Date: 09/05/19 Thu

Room Attendant - 17.9 Hours Under Target
Laundry Attendant - 2.5 Hours Under Target
Hskp Support - 10.0 Hours Over Target

Data Quality Check	
Rooms Cleaned	162
Yesterday's Rooms Sold	165
Cleans to Sold Ratio	98 %

1) Room Attendant Details (Only Those Who Clocked in on Room Attendant Position Code)

	Hours and Cleans				Minutes per Room (MPR)		
	Actual Hours	Rooms Cleaned	Target Hours	Hours Variance	Actual MPR	Target MPR	MPR Variance
All Room Attendants	**47.13**	**162.0**	**65.00**	**17.87**	**17.5**	**24.1**	**6.6**
Miyoum, Maria Akwal (116007459)	7.87	18.0	7.00	-0.87	26.2	23.3	-2.9
Pimpton, Latoya (116007548)	7.97	18.0	7.25	-0.72	26.6	24.2	-2.4
Kury, Yasmeen (116007510)	7.58	19.0	7.50	-0.08	23.9	23.7	-0.3
Koua, Hanan Ali (116007506)	7.15	18.0	7.25	0.10	23.8	24.2	0.3
Alvarado, Consuelo (116007366)	7.30	19.0	7.50	0.20	23.1	23.7	0.6
Jauregui, Natalia (116007573)	6.43	18.0	7.50	1.07	21.4	25.0	3.6
Jaquez, Manuela (116006774)	2.83	17.0	6.75	3.92	10.0	23.8	13.8
Oman, Ajulu (116007260)	0.00	18.0	7.00	7.00	0.0	23.3	23.3 No hours, but cleans?
Cole, Freddieschadonna (116007550)	0.00	17.0	7.25	7.25	0.0	25.6	25.6 No hours, but cleans?

VARIANCE HIGHLIGHTS
Red= More than 3 Minutes Over Target
Yellow= Less than 3 Minutes Over Target
Blue= Cleans, but No Hours Booked

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Next → OT Risk

➢Shows employees at risk of overtime for the current week only

➢Reviews the hours worked so far for the week and adds in the rest of the week

➢Then determines if the full week of any future days will potentially accumulate overtime

➢Only two ways the system can estimate the rest of the week

  ➢If there are schedules, those will be inserted

  ➢If there are no schedules, then the system figures out how many days have been worked so far, how many are left and assumes a five day, eight hours estimated schedule.

  ➢For best accuracy, enter schedules into Scheduler

A critical report of this tool, which must be reviewed daily

➢Identify associates approaching overtime and take action to correct

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Focus on "Junk Overtime"

OT Risk | What is on this page?

EE ID	Employee Name	8/31 Sat	9/1 Sun	9/2 Mon	9/3 Tue	9/4 Wed	9/5 Thu	9/6 Fri	Week to Date Hours	+	Rest of Week Hours	=	Full Week Hours	Actual OT Hours	OT Risk Hours
		Actual	Actual	Actual	Actual	Actual	Actual	Schedule							
136000958	Silvers, Emily (FOOD)	9.50	13.00	2.50	9.50	9.00	9.50		53.00	+	0.00	=	53.00	13.00	13.00
136000078	Poppler, Francis (ROOMS)	6.70	13.81		10.35	10.28	10.47		51.61	+	0.00	=	51.61	11.61	11.61
136001021	Sujanani, Ajay (ROOMS)	8.68		8.03	7.15	7.38	8.10	7.50	39.34	+	7.50	=	46.84	0.00	6.84
136000695	Brateng, Nathan R. (FOOD)	9.70		10.13		9.87	7.23	9.00	36.93	+	9.00	=	45.93	0.00	5.93
136000985	Gabriemariam, Yonatan (BANQUETS)	13.68	7.87			4.98	9.45	7.50	35.98	+	7.50	=	43.48	0.00	3.48
136000527	Lara-Rodriguez, Esperanza (LAUNDRY)	8.71		8.49	8.19		8.09	8.00	33.48	+	8.00	=	41.48	0.00	1.48
136001024	Anachad, Abdel (ENGINEERING)	8.30	8.36			7.98	8.77	8.00	33.41	+	8.00	=	41.41	0.00	1.41
136000517	Gafuri, Daler (BANQUETS)	11.17	9.35			4.72	7.25	8.50	32.49	+	8.50	=	40.99	0.00	0.99
136000365	Sonmez, Kuvvet (BANQUETS)	11.00	9.50			3.17	8.80	8.50	32.47	+	8.50	=	40.97	0.00	0.97
136000764	Castillo, Maria (ROOMS)	8.37	8.23	8.24	8.00			8.00	32.84	+	8.00	=	40.84	0.00	0.84
136000305	Rodriguez, Ana (LAUNDRY)		7.95	8.45		8.31	8.07	8.00	32.78	+	8.00	=	40.78	0.00	0.78
136001001	Ramirez Robles, Martin (ENGINEERING)	8.58			8.07	7.86	8.60	7.50	33.11	+	7.50	=	40.61	0.00	0.61
136000625	Rodriguez-Lemus, Irma E. (ROOMS)	8.24	16.07	8.09				8.00	32.40	+	8.00	=	40.40	0.00	0.40
136000054	Aguilar, Ruth (ROOMS)		8.03	8.72	7.78		7.73	8.00	32.26	+	8.00	=	40.26	0.00	0.26
136000895	Dubon, Dalia (ROOMS)	8.22	8.25			8.15	7.40		32.02	+	8.00	=	40.02	0.00	0.02

What is "Junk" Overtime?

➤ **"Junk Overtime" is when overtime is less then 2.0 hours-**
- ➤ Are these associates clockwatching?
- ➤ Clocking in a little early or a little late?
- ➤ Not clocking out for breaks?

➤ **Are there specific associates who are ALWAYS accruing a couple hours (or less) of overtime each week?**
- ➤ There is a report in Hotel Effectiveness that will let you see this
- ➤ Click on "Reports" in left nav bar
- ➤ Click on "Overtime" drop down
- ➤ Click on first report: OT Employee Details: 8 Week Trend

➤ **This report will show you how many OT hours each associate has accrued per week, for the last 8 weeks**

Next → Finish

➤Enter manager commentary
  ➤What happened and what are you doing about it?
  ➤Did you lose this week? If so, then why?
  ➤Add a comment about what actions you plan on taking to win

➤A powerful piece of the tool to explain anomalies
  ➤You can easily look back and see all notes entered
  ➤Click on Daily Labor Check-In in left nav bar
  ➤Click on Reports dropdown, then View All Notes

➤Click the orange button to Complete Check-In

GM Check-In Progress Report

➢How do I know if my department heads are completing the daily check-in?

  ➢Click on Daily Labor Check-In on the left nav bar

  ➢Click on the Reports dropdown

  ➢Click on GM Check-In Progress

  ➢Then, click on the plus sign to view more details, to see activity by department head

➢You can easily see if manager commentary was also entered

GM Check-In Progress Report

⊟ Hilton Minneapolis St Paul Airport	✔	📝	✔	📝	✔	📝	✔	📝	✔	📝
anthonell.williams			✔	📝	✔		✔	📝		
Eden.Gapinksy	✔		✔		✔	📝	✔	📝		
Eric.Baker	✔	📝	✔	📝	✔		✔		✔	
Jacinto.Dominquez	✔		✔	📝	✔		✔		✔	📝
Mandy.Engberg	✔				✔		✔		✔	
mfaubert	✔		✔		✔		✔		✔	
Rachel.Lagace			✔		✔		✔		✔	
Randy.Taylor			✔		✔				✔	
Sean.Klingensmith1	✔	📝	✔	📝	✔	📝	✔	📝	✔	📝

➢**Starting tomorrow, you should start to incorporate the Daily Labor Check-In as part of your daily stand-up to control labor costs**

➢**Any questions, reach out to your DVP first**