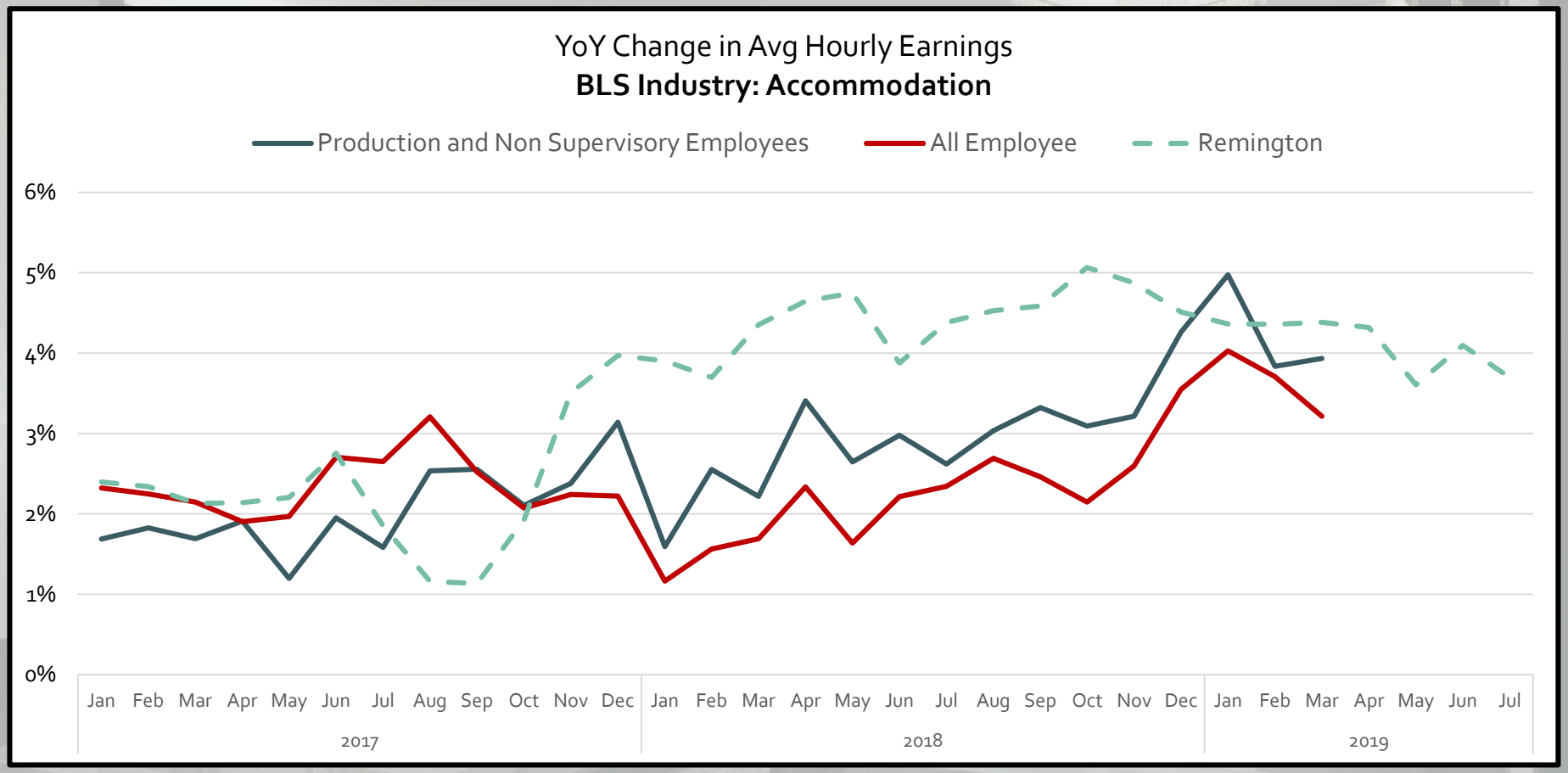
Project Voyager Kickoff

Project Voyager

Manage the future, not the past

Goal: Increase labor efficiency and reduce overtime

Rising wages make labor management imperative

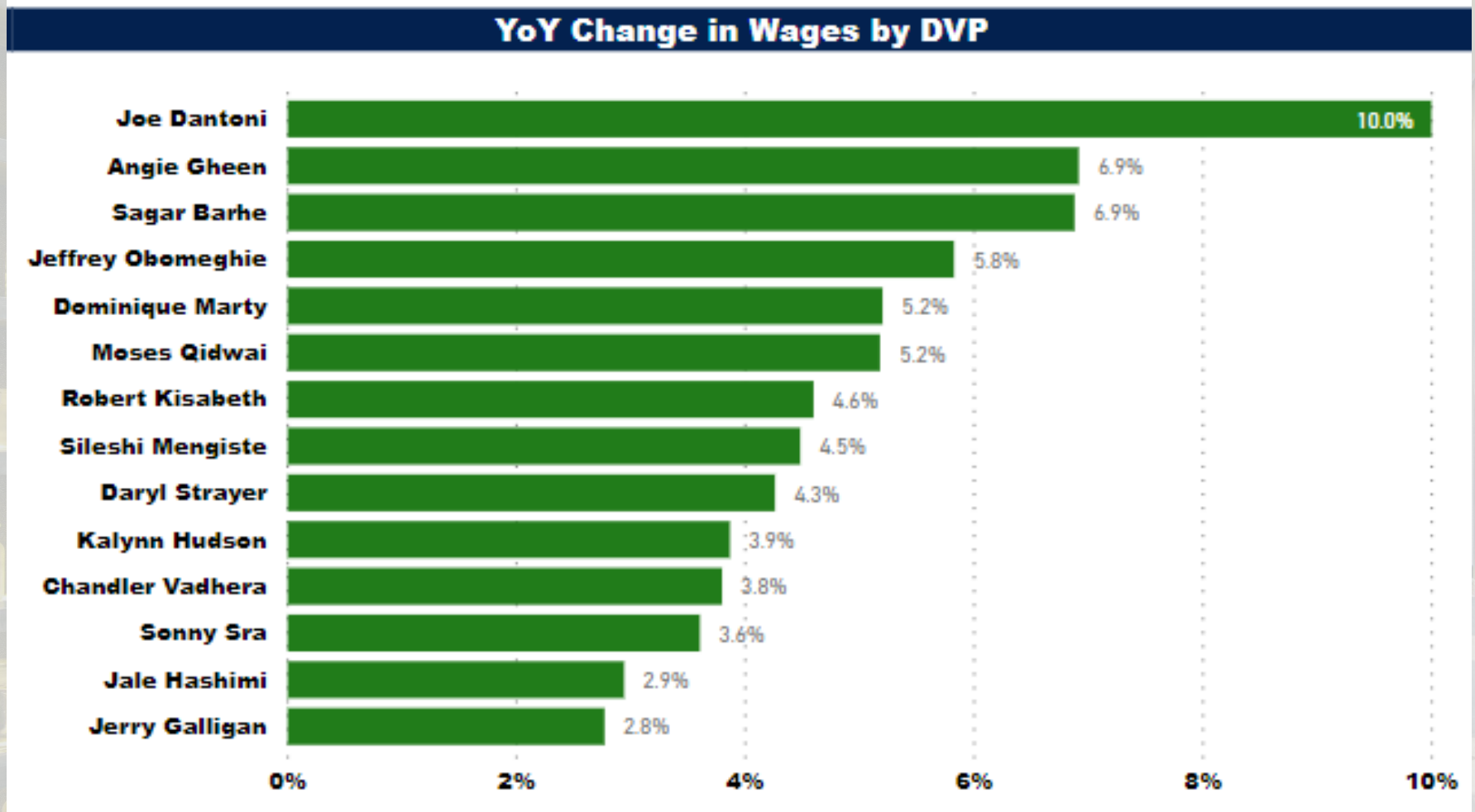


Source: Bureau of Labor Statistics and Payforce

YTD, increasing Labor Cost is our top headwind

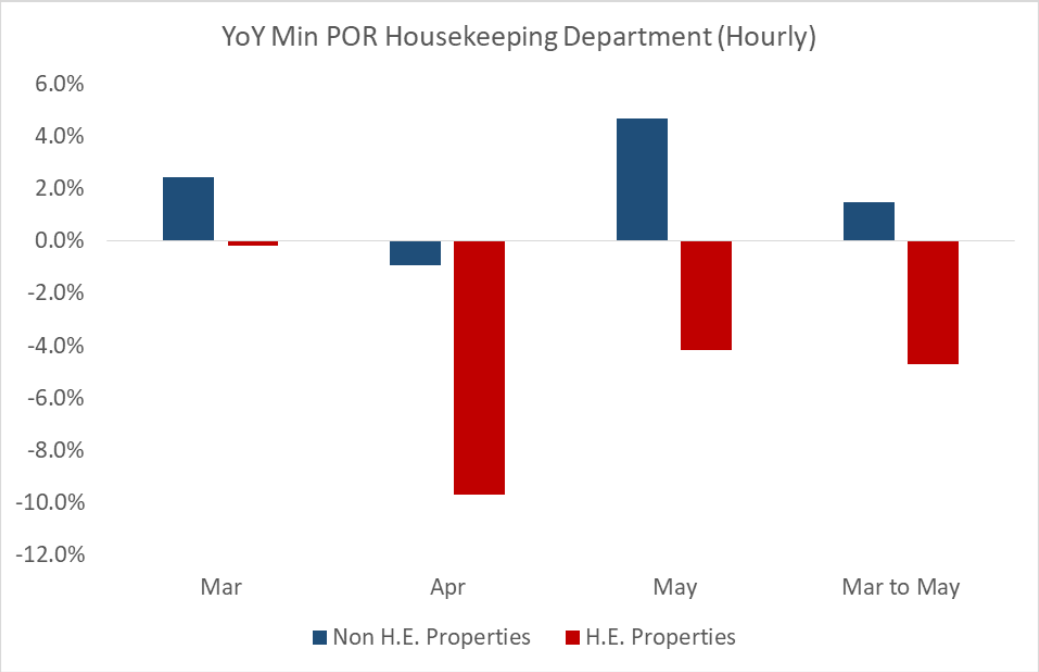
YoY Headwinds	1H '19
Labor Increase above Inflation	$2,062,000
Prior Year BI	$1,550,000
Prior Year BP Oil Settlement	$950,000
Prior Year Workers Comp Rebate	$437,000
Union Related Expenses	$618,078
Office Rent	$127,126
Total Headwind Impact	**$5,744,204**
Flow Variance	**($73,972)**

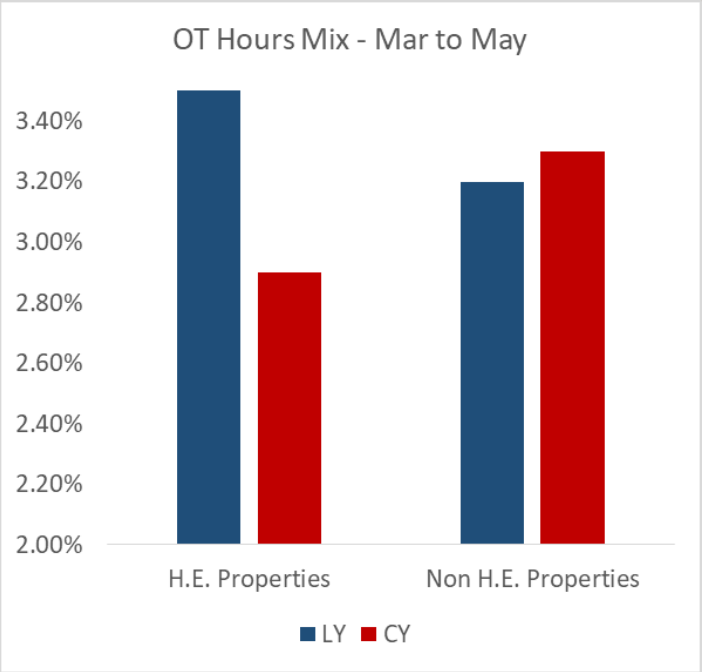
That has impacted every portfolio in the company



Source: Payforce report (PowerBI)

Hotel Effectiveness proved to be an effective tool to mitigate impact of labor cost increases





Potential Annual Savings: $1MM to $3MM

H.E. Properties: ASH, DES, FRM, FWW and MNH

By focusing on managing Housekeeping Productivity and Overtime

ROOMS/Housekeeping

Position	Type	Standard Hours
Executive Housekeeper	Fixed	1 Salaried FTE, 40 Total Weekly Hours, 5.71 Hours Each Day
Houseperson 2	Variable	If Rooms Sold (Previous Day) is 91 to 9999, 4 Minutes per Ro
Hskp Supervisor	Variable	If Rooms Sold (Previous Day) is 1 to 91, 4 Hours Each Day
Hskp Supervisor	Variable	If Rooms Sold (Previous Day) is 91 to 9999, 3.5 Minutes per R
Lobby Attendant	Variable	If Rooms Sold (Same Day) is 153 to 9999, 16 Hours Each Day
Lobby Attendant	Variable	If Rooms Sold (Same Day) is 91 to 153, 8 Hours Each Day
Room Attendant	Variable	0 Minutes per Room based on Do Not Disturb / DND
Room Attendant	Variable	15 Minutes per Room based on Stayover
Ro		

	Hours and Cleans				Minutes per Room (MPR)		
	Actual Hours	Rooms Cleaned	Target Hours	Hours Variance	Actual MPR	Target MPR	MPR Variance
All Room Attendants	**100.69**	**279.0**	**95.50**	**-5.19**	**21.7**	**20.5**	**-1.1**
Reyes, Maria (136000150)	8.10	20.0	5.25	-2.85	24.3	15.8	-8.6
Rodriguez-Lemus, Irma E. (136000625)	8.07	22.0	6.00	-2.07	22.0	16.4	-5.6
Santander Encalada, Jhoselin (136001017)	7.45	21.0	6.25	-1.20	21.3	17.9	-3.4
Quizhpi Tenesaca, Maria (136001005)	7.45	22.0	6.25	-1.20	20.3	17.0	-3.3
Martinez Sanudo, Eloisa (136000512)	7.93	21.0	7.00	-0.93	22.7	20.0	-2.7
Corte							
Ayal							

OT Risk What is on this page?

EE ID	Employee Name	7/27 Sat	7/28 Sun	7/29 Mon	7/30 Tue	7/31 Wed	8/1 Thu	8/2 Fri
		Actual	Schedule	Schedule	Schedule	Schedule	Schedule	Schedule
136000925	Guasco Yupangui, Maria (ROOMS)	7.02	8.00	8.00	8.00	8.00	8.00	8.00
136000695	Brateng, Nathan R. (FOOD)	10.55		11.00		12.00	8.00	10.00
136000067	Albino, Reyna (ROOMS)	8.10	8.00	8.00		8.00	8.00	8.00
136000150	Reyes, Maria (ROOMS)	8.10	8.00	8.00		8.00	8.00	8.00
136000625	Rodriguez-Lemus, Irma E. (ROOMS)	8.07	8.00	8.00	8.00	8.00		8.00
136000054	Aguilar, Ruth (ROOMS)		8.00	8.00	8.00	8.00	8.00	8.00

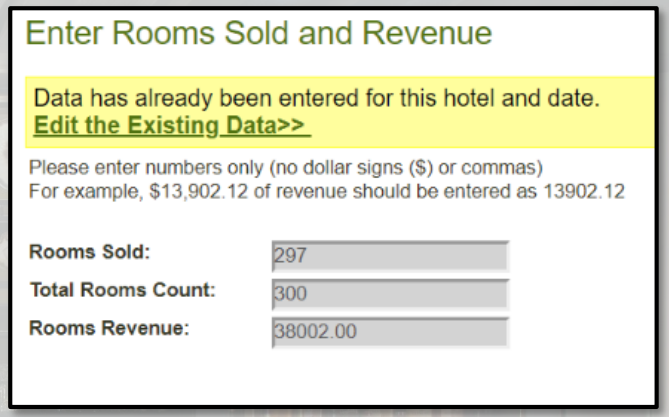
- Managed Housekeeping staff to Labor Standards
- Used individual productivity reports to support Performance Management
- Proactively identified OT risk and adjusting schedules

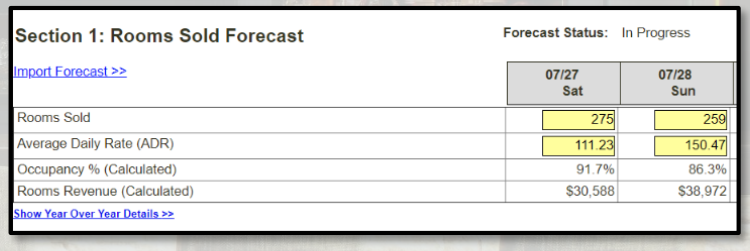
Hotel Effectiveness provides tools to proactively manage labor

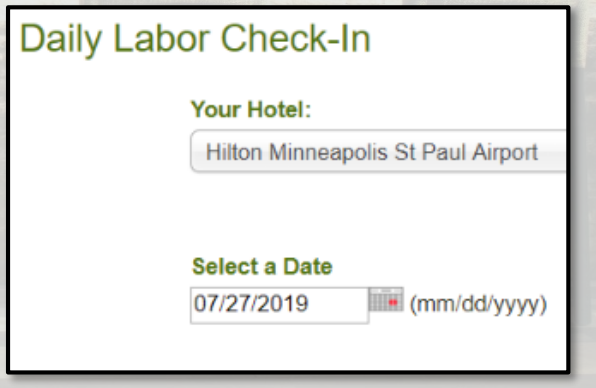
Current State	Hotel Effectiveness
• Pull OT Reports from ADP	• System automatically sends OT Report via email • OT risk incorporates remaining scheduled hours
• Rear view mirror approach to manage labor (MTD, last month, etc)	• Forward-looking, up to 13 weeks • Pro-actively look at schedule variances • Leverage standards to help meet flow
• Limited HK individual productivity reports	• Supports performance management, productivity at the individual level

To get full benefit from Voyager we will implement several changes

- **Daily loads to H.E.**
  - Revenues and rooms sold
  - Rooms cleaned by type by employee / contractor
  - Contract Hours by position
- **Schedules**
  - Load and approve schedules for next 7 days at least once a week
  - Complete Gameday Housekeeping Scheduler every morning and end of day
- **Room and revenue forecast**
  - Will be automatically uploaded from forecast files located on the "I" drive
  - Adjust projections for next 7 days at least once a week
- **Incorporate *Daily Check-In*, *Schedule Variance*, and *OT Risk* into daily stand ups**







To get full benefit from Voyager we need to implement several changes

Weekly Halftime: This Week What is on this page? Hilton M

1 of 2 ?

Variance Hours Position Details

	7/27 Sat	7/28 Sun	7/29 Mon	7/30 Tue
	Actual	Schedule	Schedule	Schedule
Hilton Minneapolis St Paul Airport	255.31	77.90	82.07	79.23
Division/Department Variance Hours Summary				
A & G/AG	14.19	17.13	0.13	0.13
BEVERAGE/Main Bar Bev	10.00	0.00	1.00	1.00
FOOD/Admin & Production Food	45.22	-4.67	-6.79	-0.64
FOOD/Banquets Food	91.58	20.23	33.45	29.13
FOOD/Main Restaurant Food	41.12	30.05	48.32	51.23

ASH

osition/Area	Issue	Resolution
eports	Susan not receiving E Mail Alerts	Ensure setup to receive
ooms Cleaned vs Sold Var	Rooms Sold and Rooms Cleaned. Consistent variances	Hotel should not include DND/Green Rooms in GameDay section (Section 3). Do not enter include in Night Audit Entry
usiness Drivers	Getting 0 hours plan for cooks and sanitation	Credits/Adjustments are affecting this.
E Tool	Property inputting information but not using as management tool	Use H.E. as a management tool
lock In/Clock Out	Employees not consistently clocking In and out for each position worked	Ensure Clock/I Clock/O procedure in place to account for accurate labor calculations
eports	Not using Daily Labor Check In as tool	Begin using daily at stand up As tool to help manage labor
eports	Not using OT Risk Report	Begin using daily at stand up As tool to help manage labor
eports	Property not using Notes to explain variances/anomalies	Begin using NOTES to provide detail on variances
ooms Cleaned vs Sold Var	Rooms Sold and Rooms Cleaned. Consistent variances	Review daily and identify cause
ameday	Begin using to enter in AM and PM to enter Housekeeping	Implement Gameday process
oom Attendant	Productivity poor. Susan indicates significant late C/O Platinum's. Suggested she stagger a room attendant to come in later in day to pick up these rooms.	Starting to Stagger Room Attendants

- **As part of project Voyager we will introduce two new KPIs**
  - Productivity vs Labor Standard
    - Target: Meet labor standard
    - HK only at roll out
  - OT Hrs Mix
    - Target: <= 2% (bring down from 3.5%)
- **GMs are expected to hold their teams accountable to the new KPIs and keep DVPs abreast of progress**
  - Recommend weekly catch-ups with DVPs
  - PBI reports will be developed to support managing to new KPIs

Which will require us to lead change management throughout the organization

I don't have time to:

- … enter schedules twice
- Not really twice the time
- Tool is faster than manual standards

- … enter forecast twice
- Forecast data will be automatically uploaded from files located on the "I" drive
- Incorporate in current weekly forecast reviews

- … conduct daily check-ins and DVP weekly reviews
- Incorporate into stand-up
- Talk about H.E. on DVP weekly calls
- Set up one-on-one property calls each month

- … train night audit
- We'll provide job aids to facilitate training process

- … complete training
- Schedule allows for two weeks to complete and one month soft launch to get up to speed
- Each training video is about 3-5 minutes

Which will require us to lead change management throughout the organization

I don't have time to:

IMPLEMENT SO MANY PROJECTS!

Daily Labor Check In V2

Hotel Effectiveness Implementation Timeline

Date	Activity
Week 1	• **Complete Training**
Week 2	• **Watch Intro User Set-Up and Training video** • Create and Invite New Users • Complete H.E. Intro, User Management and Night Audit training
Week 3	• **Watch Data Entry and Reconciliation Video** • Implement data entry and reconciliation process • Complete Scheduler Training
Week 4	• **Watch Forecast, Scheduling, Housekeeping Tools video** • Start entering forecast and schedules • Compete Labor Monitoring Training
Week 5	• **Watch Daily Labor Check-In video** • Implement daily and weekly Voyager management process • Identify and solve any data flow issues
Week 6	• **Full Launch - Start managing to new KPIs**

Link to Videos: https://portal.remingtonhotels.com/operations

Project Voyager

Hotel Effectiveness

Getting Started!

REMINGTON

Project Voyager

- Log In
- New User Set Up
- Permissions / Email Alerts
- Self-Paced Training
- TimeSaver Interface
- Contract Labor
- Timeline
- Support

Log In

- After this call, G.M.'s and Controllers will receive an email from support@hoteleffectiveness.com.
- It will provide your user name and a link to set your password to access the Hotel Effectiveness system online.
- It is recommended that you use Google Chrome.
- Set your password as soon as you receive the email.
- The following slide is an example of the email.

[EXTERNAL] Welcome to Hotel Effectiveness

Inbox ×

support@hoteleffectiveness.com Thu, Jun 27, 5:56 PM

to me

Hello and Welcome! You have been invited to join Hotel Effectiveness by Homan Cull (Homan.Cull).

Hotel Effectiveness is designed to help you meet your budget and maximize your hotel's profitability, have the right number of employees scheduled to take care of your guests, and save you time by eliminating extra work.

We are excited for you to get started.

What is Hotel Effectiveness? Watch Video (3 Minutes)

Your username is: Lee.Morton

Confirmation Code: 322870

Click here to Set Your Password

This link will expire in 14 days on 07/11/2019 at 6:56 PM ET. If your link has expired reach out to Homan Cull (Homan.Cull) or another administrator and ask them to invite you to the system again.

To get started, we highly recommend that you check out your personalized training plan in My Training and visit our Help Center for video tutorials, best practice tips, help articles and user guides.

You can also attend our free online training classes. These live web-based classes are offered several times a week and led by one of our Labor Management Experts. Click to Register for Training >>

If you have any questions, please contact us at support@hoteleffectiveness.com

New User Set Up

- General Managers will have the permission required to establish new users at the hotel level.
- All department heads must be set up this week so they can begin training and using the system.
- Each new user will receive the "Welcome" email shown in the previous slide.
- New users are set up by hovering over your user name (upper right corner) and selecting "Users"
- On the "Users" screen, select "Create New Users"
- The following slides demonstrate how to set up new users.

Users Reports

Create New User

1 INFORMATION — 2 HOTEL ACCESS — 3 PERMISSIONS

General User Information

Username *	john.smyth
First Name *	John
Last Name *	Smyth
Email Address *	johnsmyth@remingtonhotels.com
Office Phone	555-123-4567
Mobile Phone	555-234-5678
Title/ Position *	Front Office Manager
User Type *	Department Manager/Supervisor
Timezone *	Central
Work Week Preference *	Sat-Fri

Standard is all lower case with a period between the first and last name.

Must include an email address. This is where the "Welcome" email will be sent.

Other than the Controller, HRD and Exec Housekeeper, the User Type for Department Heads will be "Department Manager/Supervisor". For actual Supervisors and Assistants, the User Type will be "Hotel Support".

This is used to provide recommendations for permissions and email alerts.

This is the default work week on reports and alerts that show multiple hotels.

Users Reports

Create New User

1 INFORMATION — 2 HOTEL ACCESS — 3 PERMISSIONS

Assign Hotel Access

Filter Hotels...

Unassigned Hotels (88) Assign All Hotels

- Hampton Pittsburgh Waterfront - 109096
- HGI Wisconsin Dells - 109111
- Hilton Costa Mesa - 109048
- Hilton Fort Worth - 107011
- Hilton Garden Inn Austin - 109031
- Hilton Garden Inn BWI - 109040

Currently Assigned (1) Unassign All

- Hilton Boston Back Bay - 109035

Select the hotel(s) to be assigned by clicking on the plus symbol. This will add the hotel as Currently Assigned. If there is a "Sister" property, you will have the ability to assign both properties if the new user has responsibilities over both hotels.

Cancel Save & Next Step

Users Reports

Create New User

1 INFORMATION — 2 HOTEL ACCESS — 3 PERMISSIONS

Labor Management Permissions

Select the options applicable to the user being set up based upon the Permissions list included. This is important to ensure the user only has access to enter / edit / view information appropriate to their position in the hotel.

View Employee Wages

Should this user be able to see employee wages?

Note: Access to wages is limited only to the hotels and/or departments you give the user access to view.

- (●) Yes
- ( ) No

Department Filters

Which departments can the user access in Labor Management?

If "Filter access down to specific departments" radio button is selected, the user must have at least one department in one of the two selection areas assigned, i.e. you can't be filtered and have no filters assigned to you on save.

- ( ) No filters, give full access to all departments.
- (●) Filter access down to specific departments.

Department Filters

Department Filters

Assign/ unassign department filters for this user's account.

Unassigned Department Filters (27)

Assign All Department Filters

- Hilton Boston Back Bay/FOOD/Room Service Food
- Hilton Boston Back Bay/HEALTH SPA/Spa
- Hilton Boston Back Bay/M & R/MR
- Hilton Boston Back Bay/MINOR/Minor 1
- Hilton Boston Back Bay/MINOR/Minor 4
- Hilton Boston Back Bay/ROOMS/Hospitality

Currently Assigned (3)

Unassign All

- Hilton Boston Back Bay/ROOMS/Front Desk
- Hilton Boston Back Bay/ROOMS/Guest Services
- Hilton Boston Back Bay/IT & SYS/IT

Another important part of the Permissions step is to assign the departments for which the user will be responsible for scheduling, labor costs, etc.

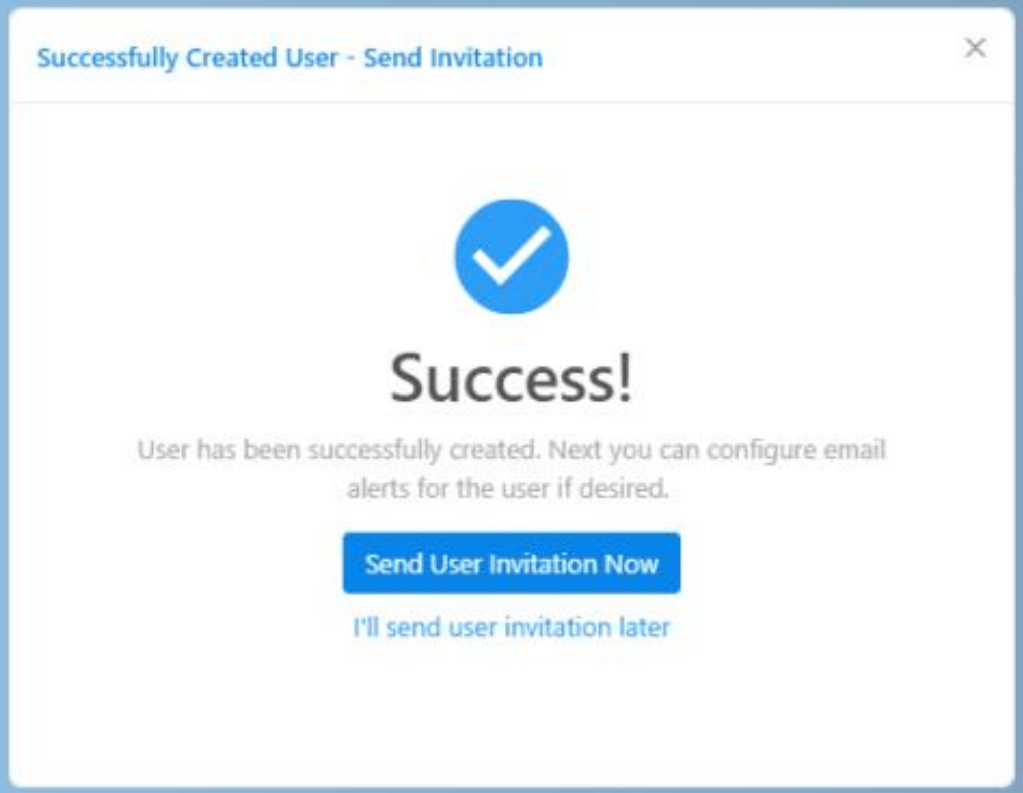
Assign Permission Options

Assign All Option for Labor Management

Unassign All Option for Labor Management

Reports

☑ Can Access Labor Reports (Filtered: Can only See Assigned Depts)



After the Permissions have been saved, click "I'll send user invitation later" This will bring you to the Email Alerts screen. Subscribe Email Alerts based on the included schedule.

Users | Reports

User: john.smyth

Deactivate User | Assume User | Send Invitation

Information | Hotel Access | Permissions | Email Alerts | Custom Hotel Groups

Setup Email Alerts

Username: john.smyth

Not Subscribed Yet: Recommended Email Alerts

Overtime

Actual Overtime Spent - Last Week (Group) — What is this? View Sample>> — Subscribe Now>>

Position

Position Details - Last Week (Send Always) — What is this? View Sample>> — Subscribe Now>>

Spotlight

Spotlight Housekeeping - MTD (Group) — What is this? View Sample>> — Subscribe Now>>

Spotlight F&B Positions - Labor Cost % MTD (Group) — What is this? View Sample>> — Subscribe Now>>

Data Quality

Missing Night Audit Entry - Last 10 Days (Group) — What is this? View Sample>> — Subscribe Now>>

Missing Punch Details - Last 14 Days (Group) — What is this? View Sample>> — Subscribe Now>>

System Updates

Your Subscribed Email Alerts

Overtime

Daily Overtime Risk — Send Now>> Unsubscribe>> Edit Setup>>

Spotlight

Spotlight Rooms Positions - POR MTD (Group) — Send Now>> Unsubscribe>> Edit Setup>>

Once the Email Alerts have been selected, click "Send Invitation" in the upper right corner. This will send the "Welcome" email to the new user inviting them to change their password and access Hotel Effectiveness. Self-Paced Training should begin as soon as possible.

Permissions / Email Alerts

Permissions

- Hotel Effectiveness has a default set of Permissions per user type and Remington has established a standard set of Permissions per user type.
- The following slide shows these Permissions.
- When the G.M. sets up a new manager/user, the default Permissions will need to be updated to match the Remington standard.
- This will restrict certain positions/managers from accessing information not applicable to their role in the hotel.

Service Name	Sec Option Name	General Manager	Asst Gen Mgr/Hotel Manager	Hotel Controller/HR Manager	Housekeeping Manager/Executive Housekeeper	Department Manager (FOM, F&B Dir, Chef, DOS, Chief Eng.)	Hotel Support (Accounting Clerk, HR Admin, Housekeeping Supervisor, F&B Supervisor)	Night Aud Indiv	Revenue Report Access Only	Misc Other
Labor Management	View Employee Wages	Yes	Yes	Yes	Yes	Yes	No	No	No	No
Labor Management	Department Filters (None / Filter to specific Depts.)	None	None	None	Filter	Filter	Filter	Filter	Filter	Filter
Department Filters	Assign/unassign department filters for this user's account.				X	X	X			
Reports	Can Access Labor Reports (Filtered: Can only See Assigned Depts)	X	X	X	X	X				
Reports	Can See F&B Profitability Metrics even if the User is Dept Filtered	X	X	X		F&B Dir				
Reports	Can Access Labor Benchmarker (Required: Must See Wages and No Dept Filtering)	X	X	X						
Reports	Can Access Revenue Reports	X	X	X	X	X			X	
Reports	Can Access API (Required: Must See Wages and No Dept Filtering)	X	X	X						
Daily Labor Check-in	Can Access the Daily Labor Check-In (Filtered: Can only See Assigned Depts)	X	X	X	X	X				
Scheduler	Can Access Scheduler and Add/Edit Shifts (Filtered: Can only See Assigned Depts)	X	X	X	X	X				
Scheduler	Can Edit/Approve Forecasts	X	X	Controller		FOM, F&B Dir				
Scheduler	Can Publish Schedules (Filtered: Can only See Assigned Depts)	X	X	X	X	X				
Housekeeping Tools	Can Access Housekeeping Gameday Scheduler	X	X	Controller	X		Hskpng Supervisor			
Labor Plans	Can Access Plan Manager and View Labor Standards (Filtered: Can only See Assigned Depts)	X	X	X	X	X				
Labor Plans	Can Request Extra Plan Hours and View Requests	X	X	X	X	X				
Labor Plans	Can Approve Extra Plan Hours (Required: Must See Wages)	X	X							
Labor Plans	Can Edit Labor Standards (Required: Must See Wages and No Dept Filtering)									
Labor Plans	Can Access Budgeter and View Revenue and Labor Budgets (Required: Must See Wages and No Dept Filtering)	X	X	X						
Labor Plans	Can Import Revenue/Business Driver Budgets and Build Labor Budgets	X								
Night Audit Entry	Can Access Night Audit Entry and Add New Data	X	X	Controller	X	X	Accting, Hskpng Super, F&B Super	X		
Night Audit Entry	Can Edit Existing Data	X	X	Controller	X	X	Accting			
Night Audit Entry	Can Export/Import Data	X	X	X						
Night Audit Entry	Can Manage Night Auditor User and Password	X	X	X		FOM				
Employees	Can Access Employee Manager	X	X	X	X	X				
Employees	Can Add / Edit Employees (Required: Must See Wages)	X	X	X	X	X				
Employees	Can Manage Employee Users for myHotelTeam.com (Filtered: Can only See Assigned Depts)	X	X	X	X	X	HR			
Employees	Can Access Absence Monitor	X	X	X	X	X	HR			
Settings	Can Access Settings - View Only (Required: No Dept Filtering)	X	X	X						
Settings	Can Edit Hotel Settings (Required: No Dept Filtering)									
My User Settings	Can Manage his/her own User Profile (Email, Phone, Password, etc)	X	X	X	X	X	X		X	X
My User Settings	Can Manage his/her own Email Alerts	X	X	X	X	X	X	X	X	X
My User Settings	Can Access his/her own My Training	X	X	X	X	X	X	X		X
User Administration	Cannot Add/Edit Users		X	X	X	X	X	X	X	X
User Administration	Hotel Admin- Can Add/Edit Users Only for Assigned Hotels. Cannot Edit Themselves.	X								
User Administration	Account Admin - Can Add/Edit Users for all Hotels.									

GTON

Permissions / Email Alerts

Email Alerts

- When the G.M. sets up a new manager/user, Email Alerts should be subscribed at that time.
- The following slide shows the list of all Email Alerts available and highlights the ones to which the manager/user should be subscribed, by position.
- Although several alerts are available, it is recommended that the number of Alerts be kept to a minimum so as not to overwhelm.

Service Name	Sec Option Name	General Manager	Asst Gen Mgr/Hotel Manager	Hotel Controller/HR Manager	Housekeeping Manager/Executive Housekeeper	Department Manager (FOM, F&B Dir, Chef, DOS, Chief Eng.)	Hotel Support (Accounting Clerk, HR Admin, Housekeeping Supervisor, F&B Supervisor)	Night Aud Indiv	Revenue Report Access Only	Misc Other
Recommended										
Revenue	Revenue Details - All Data									
Labor Summary	Win-Loss & Check-In Progress Yesterday (Group)									
Labor Summary	Win-Loss & Check-In Progress Last Week (Group)									
Labor Summary	Total Labor Picture - MTD (Group)									
Labor Summary	Total Labor Picture - Last Week (Group)									
Labor Summary	F&B Labor Cost - Last Week (Group)									
Overtime	Daily Overtime Risk	X	X	X	X	X				
Overtime	Actual Overtime Spent - Last Week (Group)	X	X							
Position	Position Details - Last Week (Send Always)									
Spotlight	Spotlight Housekeeping - MTD (Group)				X					
Spotlight	Spotlight Rooms Positions - POR MTD (Group)					FOM				
Spotlight	Spotlight F&B Positions - Labor Cost % MTD					F&B Dir				
Data Quality	Missing Night Audit Entry - Last 10 Days (Group)			Controller			Accting			
Data Quality	Missing Punch Details - Last 14 Days (Group)			Controller			Accting			
Data Quality	Salaried Verification (Group)									
Reminders	Special Dates Reminder - Today (Group)									
Reminders	Special Dates Reminder - Upcoming 14 Day (Group)									
System Updates	Hotel Effectiveness System Updates Notification									
Other Email Alerts										
Revenue	Revenue Details - Rooms Only									
Revenue	Revenue Summary (Group)									
Revenue	Revenue Summary - Text Version (Group)									
Revenue	Revenue Summary vs Budget (Group)									
Labor Summary	Opportunity Hotels (+5% Over Std) MTD (Group)									
Labor Summary	Labor Summary - Rooms Only MTD (Group)									
Position	Position Details - Last Week (if Unfavorable)	X	X							
Position	Position Profitability - Labor Cost MTD									
Position	Position Profitability - POR MTD									
Position	Position Profitability - Combo MTD									
Pending Approvals	Pending Approvals for Extra Plan Hours (Group)	X	X							
Pending Approvals	Pending Time Off List									
Billing	Hotel Effectiveness Billing Notifications			Controller						

Self-Paced Training

- Self-paced training is accessed by hovering over your user name (upper right corner) then select "My Training"
- The training modules are broken down by section and are assigned by Permissions. Most require only 3 – 5 minutes to complete.
- If Permissions are not assigned, no training modules will be available.
- **Based on the tasks to be completed this week and next, the following training <u>must</u> be completed as listed by the end of week 2.**
  - Orientation Video
  - Hotel Effectiveness Introduction
  - User Management (GMs)
  - Night Audit Entry
- The remaining sections should be completed as soon as possible in anticipation of layering in new processes next week.

TimeSaver Interface

- The time clock has already been synced with Hotel Effectiveness.
- Punches for hourly associates are imported six times a day.
- Through this process, new hires are automatically set up in Hotel Effectiveness and are available to schedule based on their home department.
- The import also includes punch edits for the previous 14 days.
- However, the goal is to produce an accurate labor production report by 6:00am local time. Therefore, it is vital that associates punch in / out and any corrections are entered into TimeSaver <u>daily</u>.

Contract Labor

- Contract Labor must be added to the schedule at the individual level in order to track the hours and rooms cleaned (where applicable) for productivity analysis.
- Contractors can be added into Hotel Effectiveness under the Employee tab in the left column, then choose "Add Non-Time Clock Employee"
- The first name should be the Contractor's first initial followed by their last name.
- Their last name must be the name of the contract vendor. This will group the Contractors on the schedule.
- <u>The Employee Type must be "Hourly Contractor".</u>
- The hourly rate of pay must be the rate paid to the contract vendor.

Employee Manager | myHotelTeam.com User Manager | Reports | Healthcare Compliance | Sync | Al

Add a New Employee

<< Back to Employee Explorer

zzMaster Account Template Remington

Employee Profile

Employee ID: Employee's Payroll ID

First Name: J Smith Middle Name: (Optional)

Last Name: ABC Contract Services

Hire Date: 08/02/2019 (mm/dd/yyyy)

Employee Type: Hourly Contractor

Base Rate: 20.00 Enter an hourly rate Ex. 10.00. This rate will be applied to all posi

Profile Position 1 (Home): Housekeeping-Room Attendant

Profile Position 2: Select a Position

Profile Position 3: Select a Position

Note: Only profile positions can be added here. Add more positions on the Extra Positions Assigned page.

Additional Employee Information

Full Time Indicator: None Birthday:

Primary Email: Primary Telephone:

Timeline

Week 1

- GM's to set up department managers as new users as soon as possible this week.
- All users complete the self-paced training as recommended.
- Department managers set up all contract laborers as Hourly Contractors.

Week 2

- Night Audit Data Entry – Details to follow.

Week 3

- Forecasting, Scheduling, & Housekeeping Tools – Details to follow.

Time Management

I don't have time to:

- … enter schedules twice
- Not really twice the time
- Tool is faster than manual standards

- … enter forecast twice
- Forecast data will be automatically uploaded from files located on the "I" drive
- Incorporate in current weekly forecast reviews

- … conduct daily check-ins and DVP weekly reviews
- Incorporate into stand-up
- Talk about H.E. on DVP weekly calls
- Set up one-on-one property calls each month

- … train night audit
- We'll provide job aids to facilitate training process

- … complete training
- Schedule allows for two weeks to complete and one month soft launch to get up to speed
- Each training video is about 3-5 minutes

Support

- Software / Internet Access to Hotel Effectiveness

  servicedesk@remingtonhotels.com

  Suggest using Google Chrome

- Functionality – Remington Standards

  Lee Morton – 972-778-9787

  leemorton@remingtonhotels.com

  Chris McDonnell – 972-778-9716

  chrismcdonnell@remingtonhotels.com

Forecasting

- Do not copy over the forecast file on the "I" drive.
- Updates to the forecast must be entered directly into the file located on the "I" drive.
- Features enabling the forecast to be exported have been added to the file.
- Room revenue / stats and banquet revenue must be forecasted by day. Do not enter a whole month into one day.

Project Voyager

Q & A

- After the call, feel free to email additional questions to Lee / Chris directly.