

STAFF PLANNING WITH CONSTANT UNKNOWN PARAMETERS



The motorway service areas Lechwiesen in Bavaria are using ZEUS® Time & Attendance and Staff Scheduling

A place to recharge the batteries for man and machine. This is what a service area represents to most travellers: Catering, petrol station and comfort break. Service stations are commonplace in this day and age along the roadside and we take them for granted. These “oasis” in our busy lives however are more comparable to high precision clockworks than a normal service business. Otto Botschek is the proprietor of six service areas at three different locations. Since 2008 ZEUS® Time & Attendance and Staff Scheduling has been in use at six locations employing about 185 people. Andreas Waizmann, representative CEO and head of the IT department, coordinates the 24-hour operation at the service areas allocated between the Allgäu (German Alpine region) and Munich.

Andreas Waizmann manages the operational business at the six service areas belonging to the rest stop operator “Autobahn Tank & Rast”. This company and its tenants provide a comprehensive service at the roadsides of German motorways. Circa 350 petrol stations as well as 390 service areas including about 50 hotels offer travellers the opportunity to rest. The service is available around the clock.

Challenge 24-hour operation

The 24-hour service demands high standards from the management and employees, since business with passengers on motorways cannot be pre-planned. “If for example three buses arrive, 120 people want to have lunch within 10 minutes. Mostly they do not book in advance”. Andreas Waizmann describes the

daily process at a service area. If for example the FC Bayern plays at the Allianz Arena, a rush of customers is inevitable, but often the number of customers cannot be predicted. This demands high flexibility from staff planners and employees. “The major challenge is to deploy employees at the right time in the right place.” Andreas Waizmann summarises. „Although we have experience and are able to estimate the number of visitors during (public) holidays and exhibition periods, there is always a constant which cannot be exactly calculated.”

Full commitment from employee to manager

„First we ask the employee, then we plan“. This is basic law for the rest stop staff planners. If additional staffing is required, the process is a set routine.

Frequently, a call is sufficient to find an employee who helps out in an emergency. „If it is not possible to mobilise enough employees, the manager has to make sandwiches and the office assistant works at the cash desk.” Andreas Waizmann describes this extreme situation, which does occur from time to time.

ZEUS® Staff Scheduling

With reference to the staff scheduling the rest stops „Höhenrain“ form one company consisting of the sites East and West. If at one location a high number of visitors is recorded, the employees can change the sites to support the team in need. But in case of six service areas at three locations the situation is much more complicated. This is a major challenge and that's why ZEUS® Time & Attendance and Staff Scheduling comes into play.

Within the ZEUS® system the staff manager can recognize immediately, which employee is available to work an additional shift. Individual employee qualifications are stored in ZEUS® Staff Scheduling to easily make the appropriate decision as to which employee is qualified to fulfill the immediate position. Individual planning rules within the ZEUS® system control compliance with the maximum monthly working time.

A month seems endless

At the beginning of the month nobody knows, what will happen by the end of the month. How should the staff manager proceed? The current sales history serves as an appropriate approach. At the rest stops „Lechwiesen“ the introduction of demand planning based on sales figures is currently being implemented.

Accordingly, it will be possible to import the relevant quarter of the previous year into the ZEUS® system to find out approximately, based on these sales figures, how many employees are potentially necessary in the relevant period and which employee, depending on the underlying cost structure, can be deployed.



An excellent team: project manager Christian Danziger, ISGUS bavaria and Andreas Waizmann, head of the IT department at the service area Lechwiesen

The employee as working time manager

Using ZEUS® WebWorkflow, employees are able to administrate their own personal working time: Holiday requests, booking updates or favoured schedules; of course digital and paperless. Since schedules often change, ZEUS® WebWorkflow is essential for the employees and trainees to consistently have the ability to keep an eye on working, college and holiday times.

Simplified payroll accounting

ZEUS® Time & Attendance incorporates an interface to payroll accounting systems. Regarding the service area Lechwiesen all the relevant data is sent by email to an external Accountant, which manages their payroll. All wage types (e.g. shift pay or hourly wage) are transferred via the interface with ZEUS® Time & Attendance to the outsourced agency. No matter if for trainee payment, bonuses for night- and special services or any other tariff commitments, ZEUS® Time & Attendance easily copes with all pay data required.

