

# Weissenhäuser Strand

Das ganze Jahr Ostsee



## A "FIRST CLASS" EMPLOYER WITH EFFICIENT WORK PROCEDURES

The holiday paradise „Weissenhäuser Strand“ uses ZEUS® Time & Attendance as well as ZEUS® Staff Scheduling. In today's 24/7 world some employees are not able to celebrate on New Year's Eve. Many workers within the service industry have to work, whilst others celebrate or are on vacation – for instance in the hotel and restaurant trade.

Isabell Lafrentz for example eventually took „her“ legal holiday entitlement for the 1st January 2015 four weeks later. On New Year's Eve she was working on the reception desk at the „Beach Hotel“ in the seaside resort “Weissenhäuser Strand” in Schleswig-Holstein, the most northern region in Germany on the Baltic Sea. In her electronic staff schedule this deferred New Year's day is highlighted in pink and defined as “lieu day”.

The weekly plan of the eight-member reception team also shows other colours on the screen: Green represents holidays, yellow special shifts, blue the number of people on sick leave. The (white) majority stands for standard shifts, for instance from 8 am to 5 pm, including lunch breaks. The Reception Manager Mrs. Lafrentz says: „The system significantly facilitates staff scheduling.“

Staff Scheduling is a module of the ZEUS® Time & Attendance solution from ISGUS. The „Beach Hotel“ is just one of many facilities at the „Weissenhäuser Strand“. The holiday and leisure park, built up from 1970 to 1973, covers an area of 65 hectares and offers everything the holiday-makers' heart desires:

Apart from the hotel apartment houses with 1.167 accommodation units, there are restaurants, a spa area, a subtropical swimming paradise, a wakeboard- and waterski park, a Minigolf course and with the „Adventure Jungle Park“ even a 6.000 square meters large zoo with reptiles such as snakes, lizards and caymans. This is the ideal holiday destination especially for families with children and mature or retired couples. There are conference facilities and festivals held which attract people from far and wide. In the peak season they have the capacity to accommodate up to 6.000 guests.

„Meanwhile we employ more than 350 employees, in the summer a further 100 – and the trend is rising“, explains the Managing Director Sascha Kaiser. The variety of working time patterns is immense. Taking into consideration the whole staff – restaurant and hotel specialists, cooks, (technical) engineers, administration staff plus three fulltime zoo-keepers for the Adventure Jungle Park –, with the volume of events and widely-spread facilities, a decision was made at the turn of the year 2013/2014 to change over from paper time sheets to an electronic system. Although the data booked is at present manually inserted into the payroll program, the interface to FILOSOF has already been created.

19 terminals type IT 8100 biometric fingerprint are located throughout the facilities. Here employees book IN /OUT, lunch and rest breaks. „On the one hand the system makes work procedures more efficient“, explains Mr. Kaiser. „On the other hand we increase transparency for our employees. The working time is calculated up-to-the-minute. Everyone has the ability to view their time account, which can be accessed at any terminal at any time.“ The Weissenhäuser Strand Management wants to be seen as a “first class” employer and alongside this, to achieve a competitive advantage in the evermore difficult search for qualified staff.



Reception Manager Isabell Lafrentz and Detlef Panßner, Head of the ISGUS Sales Centre Hamburg

According to Sascha Kaiser, booking via fingerprint has a distinct advantage in that you can lose cards, badges and key fobs or give them to others to use, but this cannot happen with fingerprint technology. “This makes time recording absolutely ‚watertight‘.” This is not the only advantage: Since the introduction of the minimum wage in Germany, the documentation requirement for employees has become stricter. In this context the software provides optimal support.

ZEUS® was recommended by a friend, a Hotel Manager from Southern Germany, with “first hand” experience of it. According to Mr. Kaiser, the support from the ISGUS Sales Centre Hamburg is a positive experience: “If you have any questions, there is always a fast response. It is not necessary to schedule a request for a “call back” because you can rely on a return call.”

Detlef Panßner, the Managing Director of the ISGUS Sales Centre is pleased to hear these words of praise about his team. „We always try to empathise with the customer and aim to fulfill all expectations and wishes.“

ZEUS® and its modules are also oriented towards customer satisfaction, for instance Access Control and paperless WebWorkflow. Initially, the holiday park was focused on Staff Scheduling, which is based on time recording data. This facilitates not only the organisation on reception at the Beach Hotel, but also in the marketing department of Myriam Oelmann, in the swimming paradise or in the restaurant “Sonnenrose”.

Each facility differs regarding busy and quiet times, early or night shifts, essential qualification requirements and not forgetting temporary employees in the high season. Beach Hotel Reception Manager Isabell Lafrentz knows from experience that on a Monday many telephone calls from other departments accumulate at reception. Therefore she usually schedules three weeks in advance one additional colleague for this day.

With conferences or visitor groups during the week less staff is necessary as although there is the same number of guests as at the weekend; the guest service times differ significantly.

All this can be easily scheduled with a few mouse clicks on the screen, because the data from the ZEUS® Time and Attendance system – personnel records, working time patterns, holiday entitlement, overtimes, holidays for certain employees etc. – are available at any time. Additionally, data for other departments is available, too. Hotel reception and parking front office for instance “borrow” personnel via ZEUS®, if the situation requires. „In the days when we did staff planning on paper, there were so many queries and mistakes. ZEUS® is really a convenient tool“, says Mrs. Lafrentz.

Enno Prädél from the HR department confirms that most employees at the „Weissenhäuser Strand“ think the same. When ZEUS® was first implemented many employees were skeptical. Since then, the level of acceptance is high. This is no surprise however - since not a working minute is lost!