timeforge
Management is NOW simple.

Low Overtime and 13% Turnover:
Zaxby's Licensee Saves $24K in 8 Weeks

Robert Ward, owner of Music City Foods LLC, and licensee of Zaxby's Franchising, Inc., opened his first Zaxby's in October 2011 with the help of his family, who has multiple Zaxby's locations in Jacksonville, Florida.

Ward's first was also a first for Davidson County, Tennessee. The location is only 10 minutes from downtown Nashville.

Ward originally used a prominent TimeForge competitor for scheduling at his new store, but quickly learned that he was losing money with that decision.

Ward ran three payrolls with the other product, then switched to TimeForge. Ward has saved over $12,000 every month with TimeForge in payroll costs alone.

Labor Costs

According to Chaz Tippins, the store's General Manager, the biggest issue when the new Zaxby's opened was labor cost.

With the opening of a new business, Tippins and Ward knew to expect high labor costs, but were not expecting so much overtime.

"With a new restaurant, you're going to run a lot of labor

Challenges for Zaxby's:

- Labor costs
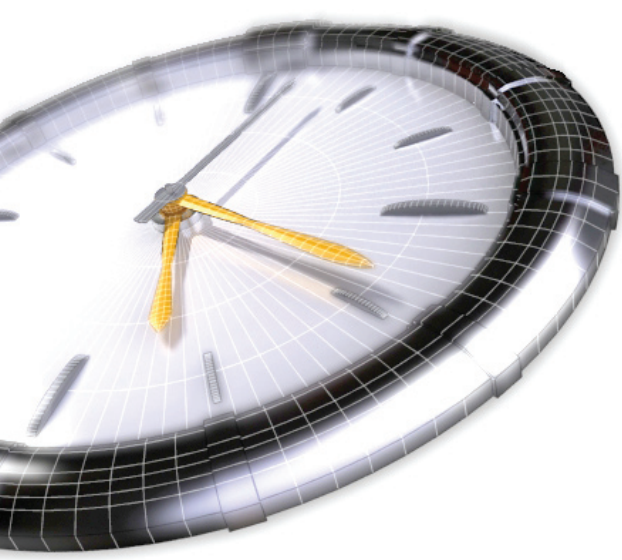- Time spent scheduling
- Exceeding corporate expectations

The TimeForge Solution:

- TimeForge Scheduling and HR

in the front end, and then it will flatten out over a 16 week period. We were using another software package and with them, we were not as efficient as we are with TimeForge. Everybody was running overtime."

Tippins says they track several metrics, but labor is paramount. "We track speed of service, labor, and cost of goods, but labor cost is the biggest one. All of our metrics are attributed to having your aces in their places.

"If you can have the best people work the best positions at the right times, the rest will take care of itself. Maintaining a high quality staff, training them correctly, and putting them in the right places will be the success or demise of your business.

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"Less mistakes, less waste, less costs… TimeForge is helping with all of that!"

Time Spent Scheduling

Even though they were using employee scheduling software, it was still taking too long to create a schedule. For Tippins, spending hours on an employee schedule just wasn't a solution.

He has plenty of other tasks that need attention:

"Think about the time involved with doing the schedule for 50 people - when you're running the restaurant, doing the schedule, the truck order, and handling the lunch rush!"

They had trouble building schedules because of the lack of flexibility offered by his first scheduling system. Tippins said the process went something like this:

"I'd have to build the schedule on a Monday for front of house, so I'd have to say 'I want so and so on this position', but the other software wouldn't allow you to schedule positions - it took forever! I'd have to draw out the schedule on a piece of paper, then put it in, then add it to the website.

"I'd be making up the hours as I went along, keeping people working within the right amount of time, and remembering who works what. It was about an hour and a half or two hours every week." That's 104 manager hours annually spent just putting together the employee schedule!

Ward said that the other scheduling software clearly couldn't handle the number of employees he schedules.

"You had to make every single schedule from scratch every single time. You had no blank templates! If you have 50 or more employees, TimeForge will get it done... The other software was not as friendly and not as mature as TimeForge.

"The other product wasn't doing what we needed it to do, so we switched to TimeForge. The other software just didn't work. I thought it'd be easier for people to use, but it just didn't work."

## "Wow! We should have gone with TimeForge in the first place!"

Tippins said that he and Ward decided to give TimeForge a try when they realized that TimeForge was much more sophisticated than the other software.

"The other software seemed okay, but then - the chaos! It was just too much. TimeForge was the back up, and it ended up being like - Wow! We should have gone with them in the first place - What you put into it is what you get out of it."

Exceeding Corporate Labor Goals

Since Zaxby's is a franchised company, Ward also uses TimeForge to keep corporate happy. Right now, with Ward's impressive attention to detail, labor percentages are consistently well within corporate's expectations:

"The typical thing is that you should get your labor down to 18-20 % within 16 weeks of being open - we're

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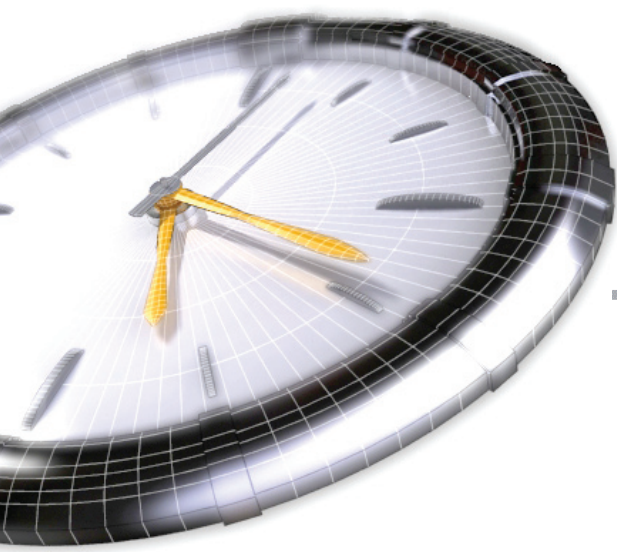
timeforge products are amazing! Don't believe us? Ask our users!

running 18% in our 8th week! I think it has to do with TimeForge - being able to see and plan out your labor for the day or week, and easily see if overscheduling is happening."

Ward shared why he thinks TimeForge has such an impact on his labor numbers:

"I have noticed that I'm able to schedule less people to do the same amount of work. It's smarter scheduling and more streamlined.

"The thing I like the best is the AutoSchedule™ feature, because you can set up your people, your jobs, and which jobs your people can do, then you just hit AutoSchedule™'and it builds it up for you."

TimeForge offered the right combination of efficiency and ease of use for Ward's restaurant, saving them overtime costs and manager time.

Ward saved $3,000 a week for 8 weeks straight using TimeForge! That's a 24,000% ROI!

"We do our payroll every two weeks, and we're on our ninth week of having employees. Payroll that first 2 weeks with the other software was $28,500.

"The next two payrolls were even worse, at about $32,000 each because of overtime and horrible scheduling.

TimeForge Scheduling At a Glance ...

• Fast, painless employee schedules
• Monitor budgeted labor costs
• Text messaging and email reminders
• Schedule minors and breaks
• Employee portal for staff access
• Easy time punch collection and payroll exports

"Then we switched to TimeForge, and I've been able to keep from double scheduling. We're more precise, we're able to pinpoint with the templates and see exactly how our manpower is stacking up for each day. **Our last payroll with TimeForge was $24,000!**"

That's right - Ward saved $24,000 in just 8 weeks with TimeForge! TimeForge saved Ward $24,000 on startup labor costs through scheduling alone and continues to help him keep his labor down.

TimeForge has dramatically improved Zaxby's labor costs. Tippins was emanating delight when he said, "Labor costs are low – it's AWESOME!"

Reducing labor costs without scrimping on coverage by using the AutoScheduler™ is the best advantage for Tippins.

For more information about TimeForge, contact:

3008 50th Street	**Phone:** 866 • 684 • 7191
Suite E	**Fax:** 866 • 684 • 7191
Lubbock, TX 79412	**Email:** info@timeforge.com

www.TimeForge.com

timeforge will save you hundreds of hours every single month.

"TimeForge allowed us to take the people that really could work all the time and effectively use those people to the maximum, and the system essentially finds the best people for the best positions."

Tippins uses the AutoScheduler™ to create an optimal schedule every time, and it has even helped him pinpoint a major labor concern – being overstaffed.

"A lot of times, it won't even schedule people… we found out that we had too many cashiers, so I think it's weeded some people out. If you input the parameters correctly, the schedule's going to show whether you're overstaffed or understaffed."

Ward knows that his store's staffing levels are better with TimeForge:

"So one gal came to me and said, 'Robert, the company isn't paying overtime anymore!? I love that overtime pay!...' Employees don't understand what they are asking - they don't realize that I am the company!"

Flexibility and Ease of Use
TimeForge's flexibility and ease of use has helped Ward keep his customer satisfaction rate up by scheduling helpful tasks.

"If I'm at the store and I notice that the dining room isn't as clean as it should be, I can add a shift that schedules a dedicated person to come clean the dining room!"

Let's face it ... no one *wants* to build the schedule.

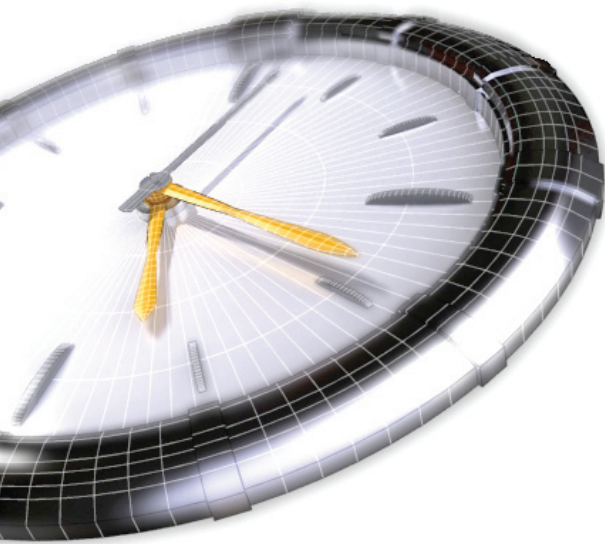# You want to get in, get done, and get out.

Let us help.

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Lubbock, TX 79412

Phone: 866 • 684 • 7191
Fax: 866 • 684 • 7191
Email: info@timeforge.com

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TimeForge is easy to use and makes modifying a schedule easy. "Sometimes, there will be a schedule that's posted, but someone comes in and tells us there's an emergency… so, we switch the schedule around and it just lets people know. There are three ways to see the schedule!"

TimeForge automatically sends TimeForge Messages, emails, and texts to Zaxby's employees about schedule changes, and employees can even check their schedule through their social media account!

Even though the employees are not excited about losing their overtime hours, TimeForge makes them happy with its ease of use and automated notifications.

Swapping shifts is also easy with TimeForge; employees can swap with other employees, or management can help an employee get their shifts covered, as Ward explains:

"I had a guy come up and tell me that his school started and he couldn't work nights anymore, so we were able to go in, click on his name, and easily see everybody else who was available and how many hours they had,

so it got taken care of." TimeForge gives you all the information you need so you can keep your employees happy without overtime!

Turnover

TimeForge is great for reducing turnover, because it keeps employees feeling in the loop and never schedules them on days that they have been approved to be off. "As far as turnover, that's the shocking thing. I think we've had one person quit out of 50! We can't get rid of them!" In an industry with an average annual turnover rate of 100% to 200%, Ward's turnover rate is 13% so far! If he keeps this up, Ward will save over $69,681 this year in turnover after his staffing levels out to 35 employees.

Ward could save $69,680 this year if his turnover stays at 13%!

Human Resources

Ward loves TimeForge Human Resources: "I'm always looking for ways to streamline and to better compete. I saw that you could configure certain things that need to be done before someone can be scheduled! Then, once all the checkboxes are done, it'll allow that person to be scheduled. There's no 'Oh, I forgot to do that thing'!"

Robert Ward loves the way TimeForge handles labor. "You can bet I'll be using TimeForge for the foreseeable future! It's a money saver."

About Zaxby's

Long celebrated for delicious chicken as well as for its wonderfully varied menu, Zaxby´s has happy customers all over the southern United States. The chicken chain, which now has over 545 locations, has prided itself on being guest-focused, exceeding expectations, and striving for the highest quality possible in everything that they do. The Zaxby's mission statement is "Consistently create encore experiences that enrich lives one person at a time."