



Brewing Seamless Schedules

How MakeShift modernized legacy staff scheduling processes for a leading global retail coffee chain, increasing employee satisfaction.



“

I am cruising right now - I don't have to run to the store to post the schedule.

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Coffee Store Manager

Background

Our client is a reputed global retail coffee chain. They operate through a combination of company-owned and licensed stores. Acutely aware of the importance of efficient employee scheduling in maintaining their superior customer service, the client implemented MakeShift to streamline employee scheduling. By utilizing MakeShift, the coffee stores gained the ability to respond quickly to changes, allocate shifts effectively, enhance operational efficiency, and increase employee satisfaction.



The Challenge

The clients' nine (9) coffee stores were using outdated scheduling procedures including paper forms and physical wall postings of schedules. These conventional methods produced inefficiencies, widened communication gaps, and restricted manager visibility. Additionally, it took an extensive amount of effort to manage labor costs and accommodate employee needs.

The clients' coffee stores needed a system that would:

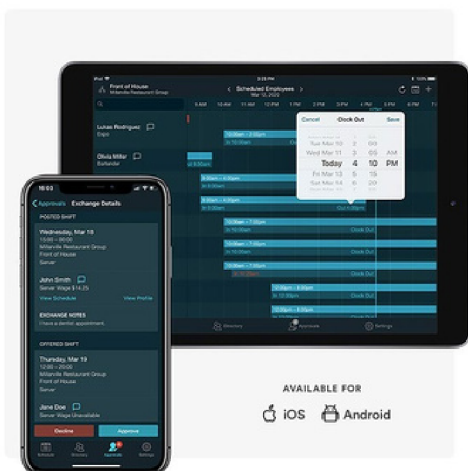
- Eliminate legacy scheduling processes.
- Improve schedule visibility and communication across staff.
- Provide a mobile, easy-to-use solution.
- Manage labor budgets more efficiently.
- Allow managers to oversee multiple locations.

Why MakeShift Hit the Spot

MakeShift provided these nine stores with an innovative solution that enhanced the scheduling experience. MakeShift's People First staff scheduling platform stood out thanks to its user-friendly interface, robust features, and easy onboarding. By implementing MakeShift's app-based platform, managers and employees alike gained convenient access to their schedules from anywhere, reducing the need for in-store visits to check the schedule. Managers particularly appreciated the ability to see where staff were scheduled for the day and approve requests in real-time. MakeShift also enabled supervisors to optimize labor allocation based on business needs and cut down on unnecessary spend. Furthermore, the platform's ease of use made it simple to onboard new staff, ensuring quick adoption and smoother operations.

Here are some of the key reasons why MakeShift was the right choice:

- Available Shifts feature eliminated the need to individually call employees to fill shifts drastically simplifying and speeding up the process.
- Announcement feature to notify employees about busy times or new products helped keep everyone informed.
- Native mobile app worked well for mobile savvy, young employees.
- Being a cloud-based system, MakeShift eliminated the need to be physically present at the store to set schedules.



The Results

Implementing MakeShift revolutionized the way the nine stores operate. Managers now enjoy a clear overview of scheduling, making it easier to manage requests and ensure everything runs smoothly. For employees, the convenience is notable. Staff can easily access their schedules and swiftly submit time-off requests via the app. MakeShift also automated the call-out process, ensuring efficient coverage during peak times. Furthermore, the Announcement feature has become an essential tool for managers to keep the team in the loop about crucial updates, from introducing new beverages to gearing up for the bustling holiday season. On the administrative side, the reporting features are a boon for managers, who can track scheduled hours and ensure they stay within budget. In essence, MakeShift didn't just replace the old pen-and-paper methods; it transformed them, optimizing scheduling operations, lightening the administrative load, and boosting employee morale.

Core improvements that helped brew success:

MANAGERS

- View and access schedules for multiple weeks in advance.
- Seamlessly manage employee requests including time-off requests from anywhere.
- Conveniently view and manage multiple locations.
- Use informative reporting enabling managers to allocate resources and manage budgets efficiently.
- Easily onboard and train new managers and employees.

EMPLOYEES

- View schedules on their smartphones with ease.
- Easily find open shifts without having to call managers personally.
- Conveniently request time off through the app.
- Stay informed about important updates and announcements.



Improved Employee Experience: everyone can view and access their schedules from anywhere.



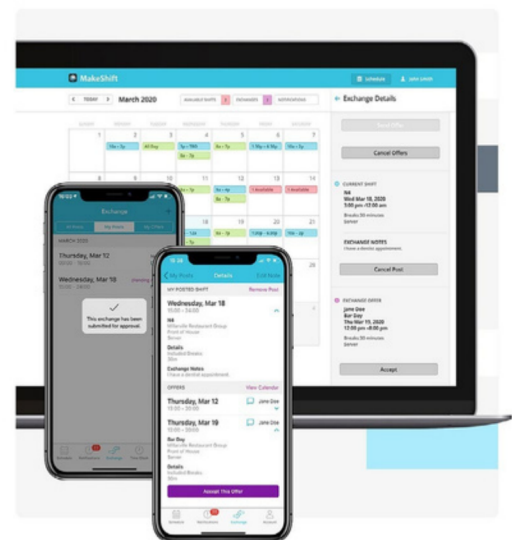
Faster Schedule Creation: managers build schedules in less time with no hassle.



Reduced Time to Fill Shifts: employees can quickly pick up open shifts or swap shifts with colleagues.



Reduced Overtime Costs: managers can adjust staffing in real-time to meet labor budgets and keep costs in check.



Interested in MakeShift?

Visit makeshift.ca for a free trial or to request a demo.

Source: Interviews with the coffee retail store managers.