

Ramada Jarvis reduces cost through better scheduling of staff

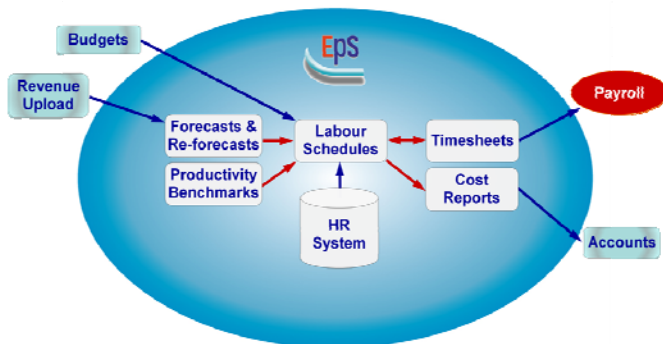
Hotel chain uses EpS labour management system to improve processes, accuracy and visibility

Ramada Jarvis Hotels saved £1.5m (3.8% of labour cost) in the first year (2005-6) after introducing EpS from Eproductive. Increased savings have been made since then, particularly in the recent downturn, through process reduction, improved forecast accuracy and greater visibility and control.

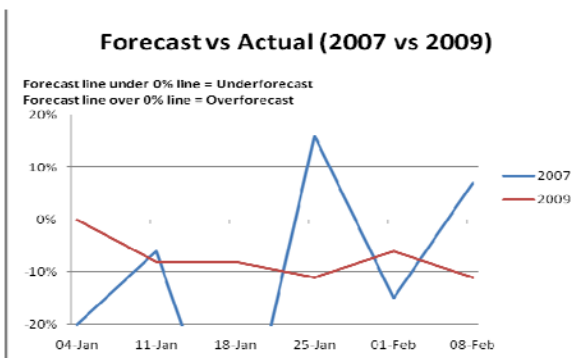
Before the introduction of EpS, manual processes using spreadsheets and paper were slow, with re-keying of data and information that was out of date. Managing holidays, time in lieu & sickness was time-consuming and difficult while re-forecasting was often not done at all.

One version of the Truth

EpS gives Ramada Jarvis 'one version of the truth' with a single repository for all scheduling and HR information, which is directly fed by the revenue forecasts and fully integrated to the company's payroll system.



Forecast accuracy has also improved dramatically with the company now able to accurately predict business levels (aiming for 10% below) for the week ahead at a department level, based on feedback provided by the system.



Analysis of Costs

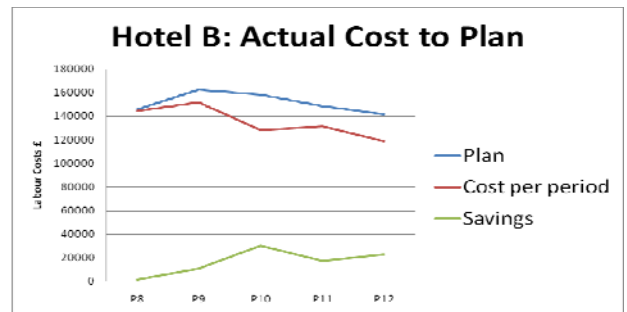
The system provides Ramada Jarvis with full visibility of labour costs, down to the individual employee by hour scheduled, both productive and non-productive; split into contract, casual or agency. Crucially 'next week's' labour cost can now be analysed, compared to targets and changed before it is spent.

Key measures are set (eg occupancy rates, revenue or covers) by day or by day-part, bringing a new consistency and best practice into scheduling.

Control in tough times (real case studies)



Hotel A: A hotel with static revenue has reduced labour cost % from 40% to 25% by improving forecasting, accompanied by holiday accruals, flexible contracts and better use of casual labour.



Hotel B: A hotel has recently reduced costs by 19% in face of falling revenues by reducing contracted hours and allowing staff to take holiday in quiet periods (drawing on holiday accrual to reduce costs) - with no reduction in the number of permanent staff.

In today's tough economic conditions, this degree of visibility and control, coupled with the process savings and forecasting improvements that accompany the introduction of a labour management system could prove critical for hotel chains. The experience of Ramada Jarvis shows what is possible with EpS and how the results can be translated into concrete savings to the bottom line.