

**“Pat wants every Tuesday Off!”**

**In need of a Staffing Pattern?**

**Presented by *dk* Foodservice Solutions, LLC**

Labor represents approximately 60% of the Foodservice spend annually. How well you utilize that labor impacts both your financial performance and resident satisfaction.

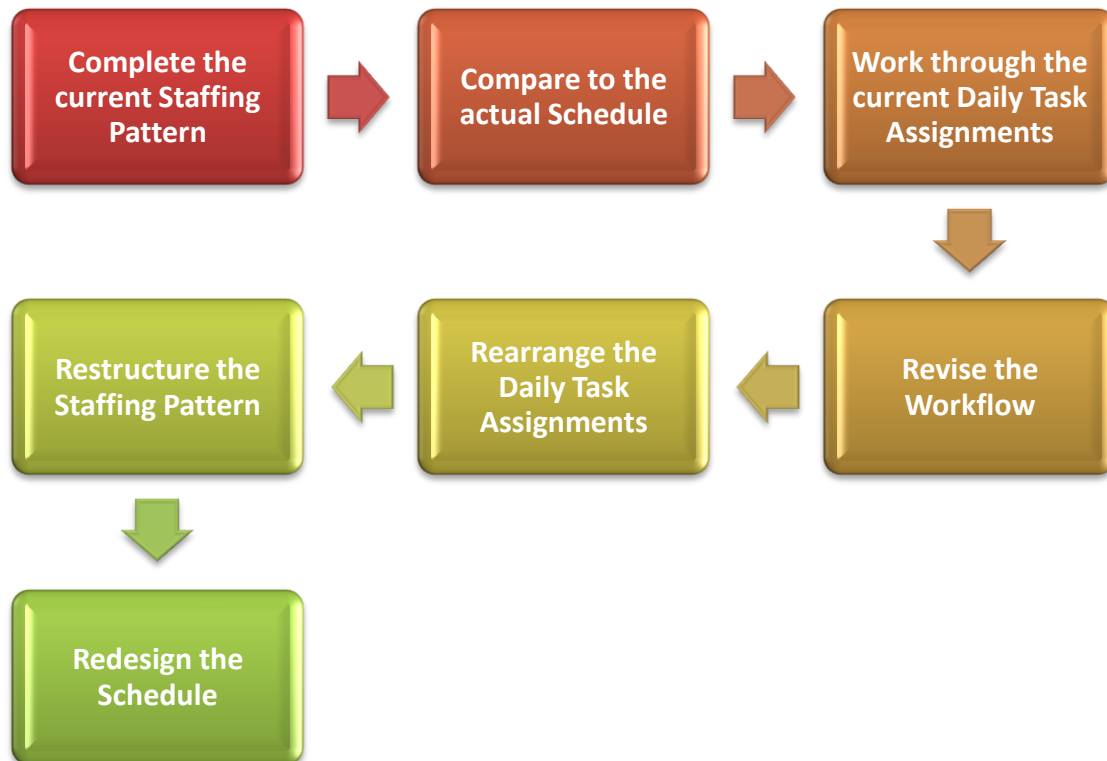
### **Objectives**

- Identify the characteristics of a staffing pattern versus an actual schedule
- Design a staffing pattern for your facility
- Discuss options to address or accommodate typical staffing barriers

### **Is a Staffing Pattern a Schedule?**

- The Staffing Pattern defines what positions are needed day by day
- The Schedule assigns employees to specific positions




### **Steps to designing a Staffing Pattern and a successful Schedule**



# Foodservice Department Staffing Pattern




| Position Title         | Short Title | Start - Stop Times | Hours Needed Each Day |             |             |             |             |           |           | Total Hours/Week | FTE's         |       |
|------------------------|-------------|--------------------|-----------------------|-------------|-------------|-------------|-------------|-----------|-----------|------------------|---------------|-------|
|                        |             |                    | Mon                   | Tues        | Wed         | Thu         | Fri         | Sat       | Sun       |                  |               |       |
| AM Cook                | CK1         | 5:30-1:00          | 8                     | 8           | 8           | 8           | 8           | 8         | 8         | 56               | 1.4           |       |
| Patient Cook           | PtCk        | 7:30-4:00          | 8                     | 8           | 8           | 8           | 8           | 8         | 8         | 56               | 1.4           |       |
| Late Cook              | CK2         | 10:30-7:00         | 8                     | 8           | 8           | 8           | 8           | 8         | 8         | 56               | 1.4           |       |
| Grill Cook             | GrCK        | 10:00-2:00         | 4                     | 4           | 4           | 4           | 4           |           |           | 20               | 0.5           |       |
| Salads & Desserts      | S&D         | 9:00-5:30          | 8                     | 8           | 8           | 8           | 8           |           |           | 40               | 1             |       |
| Salads Weekends        | S&D2        | 9:00-2:00          |                       |             |             |             |             |           | 4.5       | 4.5              | 9             | 0.225 |
| Storeroom Aide         | StRm        | 7:00-3:30          |                       | 8           |             |             |             | 8         |           | 16               | 0.4           |       |
| Trayline Supervisor AM | TLSup1      | 5:30-1:00          | 8                     | 8           | 8           | 8           | 8           | 8         | 8         | 56               | 1.4           |       |
| Trayline Supervisor PM | TLSup2      | 11:00-7:30         | 8                     | 8           | 8           | 8           | 8           | 8         | 8         | 56               | 1.4           |       |
| Foodservice Worker 1   | FSW1        | 6:00-2:30          | 8                     | 8           | 8           | 8           | 8           | 8         | 8         | 56               | 1.4           |       |
| Foodservice Worker 10  | FSW10       | 4:00-7:30          | 3.5                   | 3.5         | 3.5         | 3.5         | 3.5         | 3.5       | 3.5       | 24.5             | 0.6125        |       |
| Catering               | CTR         | 6:30-3:00          | 8                     | 8           | 8           |             |             |           |           | 24               | 0.6           |       |
| <b>Total Hours</b>     |             |                    | <b>71.5</b>           | <b>79.5</b> | <b>71.5</b> | <b>63.5</b> | <b>71.5</b> | <b>56</b> | <b>56</b> | <b>469.5</b>     |               |       |
| <b>Total FTEs</b>      |             |                    | <b>8.94</b>           | <b>9.94</b> | <b>8.94</b> | <b>7.94</b> | <b>8.94</b> | <b>7</b>  | <b>7</b>  |                  | <b>11.738</b> |       |
| <b>Total Positions</b> |             |                    | <b>10</b>             | <b>11</b>   | <b>10</b>   | <b>9</b>    | <b>10</b>   | <b>8</b>  | <b>8</b>  |                  |               |       |

## Absenteeism and Documentation

-  Have a policy in place
-  Keep the Schedules and Call Records together for 3+ years
-  Consistently follow your policy

| Call Record for Pay Period Ending 9/19/10 |      |            |          |        |                               |              |      |             |               |              |           |                     |
|-------------------------------------------|------|------------|----------|--------|-------------------------------|--------------|------|-------------|---------------|--------------|-----------|---------------------|
| Date                                      | Time | Employee   | Position | Reason | Initials of who took the call | Staff Called | Time | Talked with | Voice Message | Text Message | No Answer | Response            |
| 9/15/2010                                 | 8:15 | Mary Jones | Cook PM  | Sick   | DL                            | Sue Brown    | 8:20 | ✓           |               |              |           | No-out of town      |
|                                           |      |            |          |        |                               | Carl Thomas  | 8:25 |             | ✓             |              |           |                     |
|                                           |      |            |          |        |                               | Diane Smith  | 8:25 | ✓           |               |              |           | Will be in at 11:00 |
|                                           |      |            |          |        |                               |              |      |             |               |              |           |                     |
|                                           |      |            |          |        |                               |              |      |             |               |              |           |                     |

## In Summary

-  When you know what the Workflow is for the services you provide you reduce (but never eliminate) the staffing barriers
  - o You can defend your Staffing Pattern and your Labor Budget
-  Know what positions you need, where and when
-  With a thought out Staffing Pattern, writing a Schedule is like fill-in the blanks