Manage your workforce efficiently with

LS Central Staff Management

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Manage your workforce efficiently with LS Central Staff Management

Keeping track of staff rosters, costs and budgets can be a full-time job for retail and hospitality managers. During busy times, it's important to make sure **enough staff are on hand** in the right place to maximize sales and service. At the same time, businesses also have to **optimize the number** of workers on each shift to ensure that staffing costs comply with the budget.

Over the last 20 years, retail and hospitality organizations have built strong capabilities in cash and inventory management, but **employee management has remained a manual and disconnected process**. Yet this is a key area where **errors and fraudulent activity** can be costly and difficult to identify.

Gaining an overview of employee management and time registration can be a challenge. Often, each outlet in a retail or hospitality chain uses separate staff planning spreadsheets. This kind of setup makes it **difficult to see the full picture**, as busy managers are faced with the time-consuming task of verifying the actual hours worked and checking them against the plan.

But it doesn't have to be this way.

By centralizing staff management and time registration within a **single solution** used across the whole chain, businesses can better control staffing and budget requirements, instantly compare actual hours worked with the plan, avoid duplicate workloads and errors, and manage resources to make the most of opportunities.

Bringing it all together with an automated solution

LS Central Staff Management is a specialized software solution that delivers extra workforce management functionality to LS Central, the powerful unified commerce management system [for retail](#) and for [hospitality businesses](#).

LS Central Staff Management brings rostering, time registration, sales and budget information together, so they can be accessed within one environment and easily compared. This gives management a clear overview of timetabling, costs and budget requirements at a glance. LS Central Staff Management is more than a unified platform to keep staffing under control.

Read this paper to discover how it can help you achieve:

1. Accurate, better and easier planning

2. Role budgets tuning to make the most of occasions and events

3. Flexibility for employees

4. Better statistics and analytics

5. Accurate salary results

6. A clear view of the business

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Learn more about
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Accurate, better and easier planning

Take a manager working in a busy restaurant chain, with 50 employees on the payroll across two or three shifts. She **spends hours every week** checking and confirming the hours worked during the previous week, and is under a lot of **pressure** to do it quickly in order to meet head office reporting deadlines.

LS Central Staff Management a**utomates those checks,** confirming whether the actual hours worked are the same as planned and highlighting any discrepancies. This **reduces both time spent and risk of errors** in cost management.

Easy review of plans

LS Central Staff Management provides a s**tructured format for staff and shift planning**. Those who need to review plans can do so, knowing that they have the latest, most up-to-date planning status in front of them.

By automatically comparing the hours worked with the plan, LS Central Staff Management frees busy managers, giving them the time to focus on detailed planning to **optimize productivity** for the period ahead. They can, for example, focus their attention on specific hours where more or fewer staff are needed.

Automated schedule planner

No more checking availabilities on post-it papers, or having to remember which staff member can't work on Mondays and which ones have exams coming up. The Staff Management schedule planner **automatically populates** with employee and calendar details, along with additional information on conditions that might affect staffing. The system also offers **automated prompts** based on the different information and conditions in the schedule.

Streamlined staff scheduling

Sometimes you need to make **last-minute changes** to the schedule. For instance, you may need to arrange for extra staff to be on hand during fine weather, or you may have to send a staff member to help out at a different location. These changes can easily be arranged in LS Central Staff Management. And because all the information is centralized, the manager can instantly see whether the staff time registration **matches their plan.**

Business benefits:

- Effective cost management

- Instant access to information

- Warning mechanisms built into the system

- More accurate staffing leads to constant and well maintained service levels and/or lower cost

- Automatic feed of related information to the scheduling is recipe for better planning

In the roster planning view, managers can access all the information they need for accurate planning. Rosters can be generated by default or copied from previous ones.

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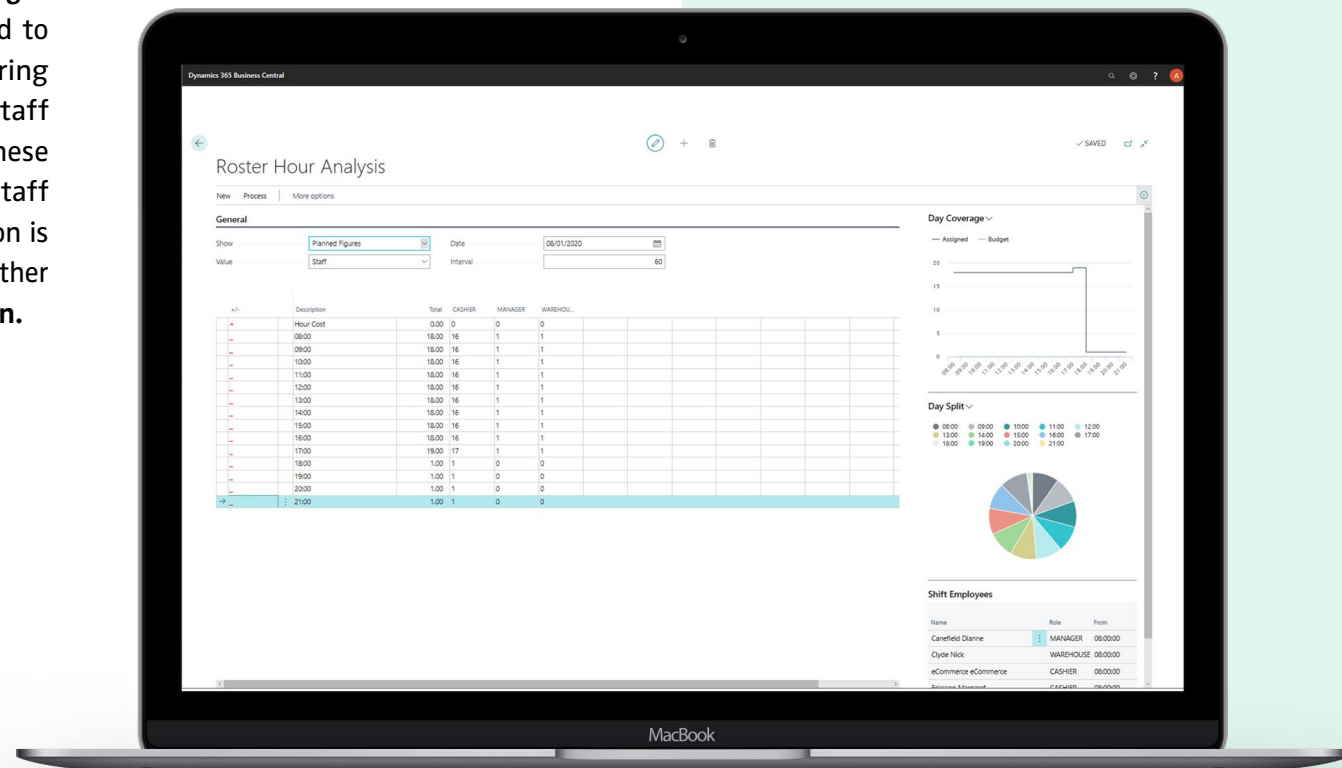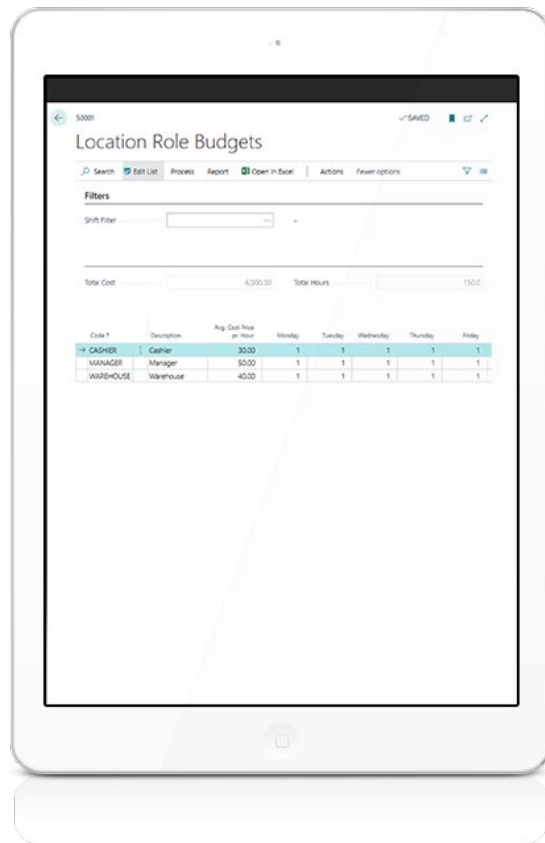
Set up the role budgets. Decide how many people you need in each role and for a specific shift on any given day of the week.

Role budgets tuning to make the most of occasions and events

Understanding how many people you need in each role per day, location, and shift can be very complicated. And the complexity only increases when there are special occasions or events.

With LS Central Staff Management you can fine tune your role budgets and plan **resources effectively.**

Automatic adjustments

LS Central Staff Management uses dynamic warnings and calculations to adjust role budgets automatically based on any value within the Microsoft Dynamics 365 Business Central ERP, straight through LS Central.

You can pull internal information on finance, purchasing or sales activity, and this will automatically **adjust role budgets** for shifts that will be affected. The system will update all relevant plans and information, including total hour/cost calculations, and **alert managers** when more or fewer staff are needed.

Adjustments based on internal and external factors

Automatic adjustment of role budgets can be based on both internal and external factors. For example, **sales history, sales forecasts, and warehouse activity** may be used to predict the number of staff members needed. Purchasing information could be used to generate a prompt for the manager to put more staff on the receiving deck in the warehouse.

Any deals or **promotions** you are running, and how successful they have been in the past, can also be used to predict the need for employees in different roles. For instance, promotional activity could be factored into sales budget planning to decide **how many tills** should be staffed in the store during a promotion.

External information such as **weather forecasts** or the **presence of a major sports event** can also be used in the calculation. For example, wet weather might drive customers into your mall outlets, while fine weather will inspire them to enjoy a meal outside a restaurant, or buy a cap in your beachside store.

Businesses whose traffic is affected by weather conditions, such as restaurants with al fresco dining, golf courses or seasonal retailers, have the possibility to **include weather information and alerts in schedule planning.** This way, managers will be automatically reminded that more staff will be needed to serve the restaurant's outdoor areas when the temperature is predicted to rise above a certain level.

And if you are running a hotel or a resort, you could use other relevant factors such as c**onference activity or quantity of spa reservations** to predict how many people you'll need at any given time.

Business benefits:

- Simplified planning of staff according to sales history and forecast

- Use of internal factors such as promotional or conference activity

- Inclusion of external factors such as weather

- Automatic alters in schedule planning

Flexibility for employees

Requests for time off or changes in shifts often mean disruption and confusion for the manager. With a traditional time management tool, the manager may have to waste hours fielding calls with employees, checking the schedule to see if the requested change would work, and trying to get in touch with substitutes if needed.

Put this situation into an environment like a restaurant. Many of the employees are students, parents and second-jobbers, who have **diverse schedules** that often change week to week, and require flexibility. Now assume that this restaurant has 50 employees working across three shifts, sometimes across different locations in the chain. Keeping track of staffing schedules, availability and budgets can become an almost impossible task.

LS Central Staff Management empowers managers to give staff the flexibility they need while keeping control of time registration and budgets. It also features a two-way communication system, to help ensure that requests and answers are received and dealt with promptly and clearly.

Easy and rapid time registration

Employees can **register their hours** easily and fast. It's possible to clock in and out from the point of sale or PC by

- scanning their employee card

- entering the staff ID

- using an eye scanner

- using fingerprint scanning.

Employees can access time registration from a specific clock-in clock-out terminal or a POS, and can authenticate via password, barcode or biometric scanners.

Business benefits:

- Easy access to information for employees

- An official channel for communication about hours and shifts
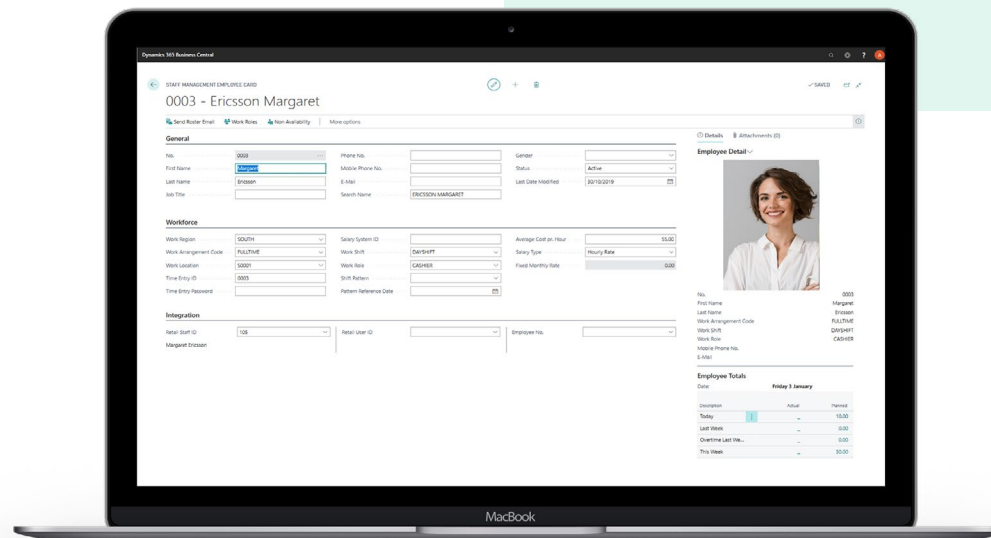
Employee portal

The LS Central Staff Management includes an Employee Portal that performs two important roles. One the one hand, it collects **all important information in one place**, so employees can easily find an answer to their questions. On the other hand, it enables easy **communication between each employee and their manager**. Staff members can log into the portal to:

- view upcoming shifts

- monitor their own hours

- review their planning

- comment on their hours

- receive messages

- request to work certain days

- ask for shift changes or time off

- accept or decline work requests

- see their manager's responses to their requests.

If there is a request that needs to be addressed, the system immediately **alerts** the manager, who can accept or reject the requests.

Employees can view their information on the employee portal with a mobile phone or a web browser.

Better statistics and analytics

Managers of retail stores frequently have to gather information on time registration, budgeting and planning from different places, put it together and check it against the plan. This process can be very **time consuming**. It is also prone to **oversights** and mistakes: when the information is scattered across the organization it can be difficult to spot any errors. If there are any, by the time the information has been collected and analyzed it is often too late to rectify them.

Reports and analysis of costs and performance

With LS Central Staff Management, managers can be confident that the figures they are using are correct and up to date.

The system simplifies calculating and analyzing costs with **comparison between locations and periods**. Calculate the cost of each employee, work code, shift and role per hour, day or week, and compare it to sales information to find the salary cost as a percentage of sales. See a clear **comparison of the actual costs and performance against the plan** for any period on a weekly, monthly or yearly basis. You can also access external information and include it in the calculation, if needed.

LS Central Staff Management speeds up and simplifies work by automatically comparing each employee's time registration against the schedule. When the employee's time registration conforms to the plan, the information flows through the system automatically, without the manager needing to check it or approve it. However, if a **discrepancy** arises – for example, if a worker went home early or called in sick – the system **alerts the manager** so the inconsistency can be investigated and solved.

Real-time tracking of costs

As soon as an employee has clocked out, the manager can immediately see the actual **salary cost** of their shift and compare it to the plan. It's also possible to see **end-of-day salary costs** as soon as the day is over, alongside a graph that **compares each day's budget with actual costs**.

**Quick error identification and resolution**

The ability to access time registration, budgeting and planning all in one place enables simple, instant and automatic comparison of budgets/planning and actuals. This empowers your organization to **identify issues** such as errors or fraudulent activity in any of these areas instantly, and to act timely and effectively.

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Business benefits:

- Immediate cost calculation and analysis with comparison between locations and periods

- Access to external information

- Automatic comparison with schedule

- Simple monitoring of abnormalities

- Additional employee 'quality control' on hours
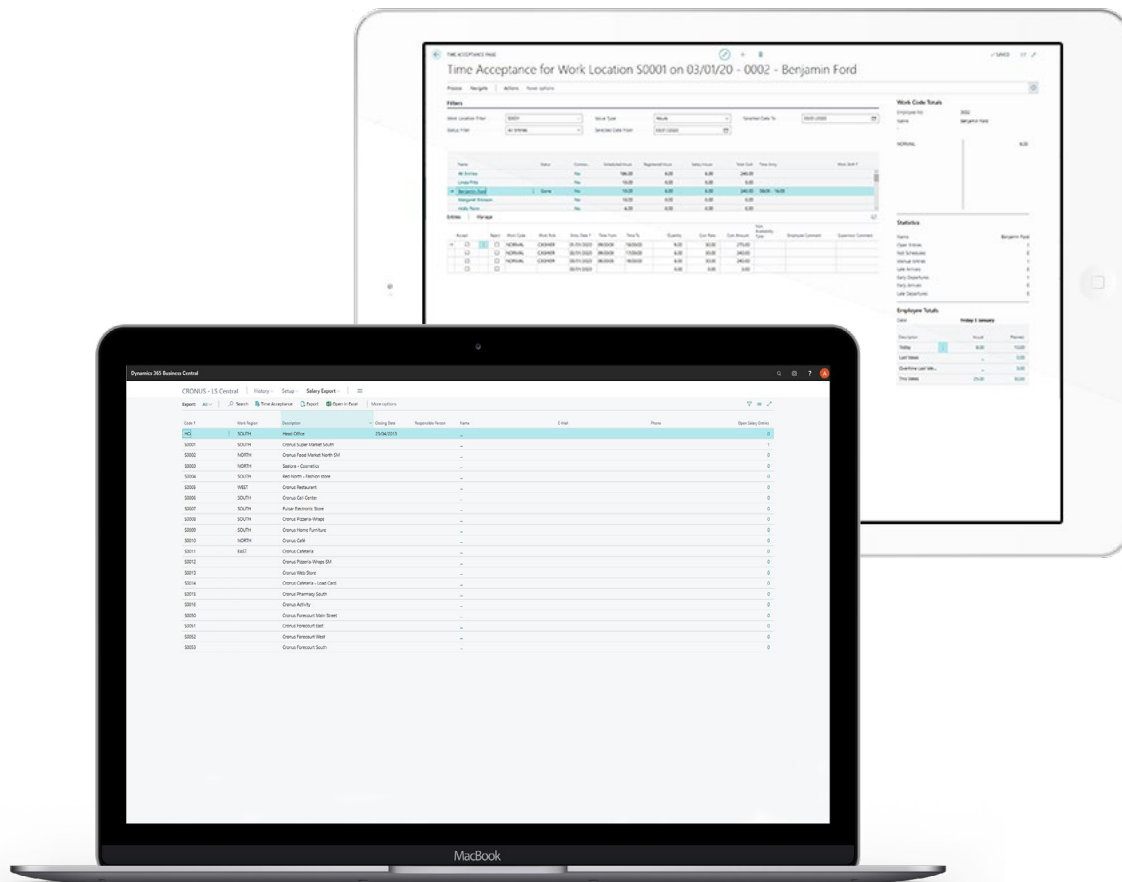
Check how many people you have in each role per hour on a selected day. Ensure you are scheduling according to your role budget: the graphic interface helps you quickly identify planning mistakes.

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Accurate salary results

Many companies are already using software for managing their salaries. LS Central Staff Management can be integrated with any third-party salary system to ensure that budgets are met, and costly errors avoided.

Time registration and salary codes can be exported to the salary system, while employee data and salary rates can be imported to enable instant analysis of actual staff costs.
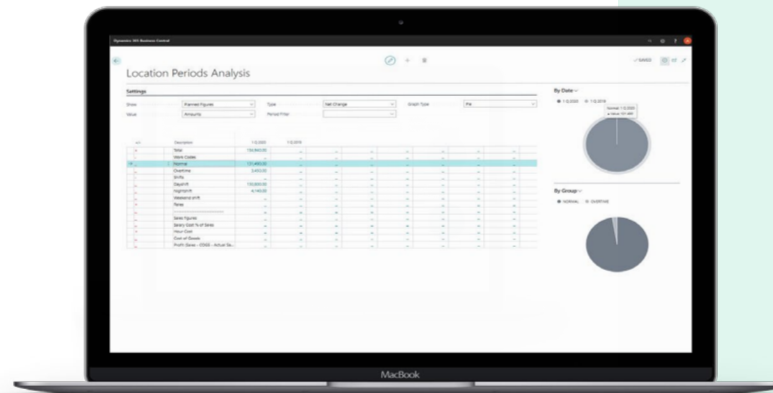
Business Benefits:

- Export of hours to salary systems

- Identify errors earlier in the salary process

A clear view of the business

LS Central Staff Management provides managers in retail and hospitality businesses with the information they need in a relevant, actionable format. The Role Centre gives a dashboard overview of planning and performance. If there are staff requests, or issues that need to be addressed immediately, the system sends managers an **alert**. Managers can then use the familiar, spreadsheet format schedules to plan their roster or dig deeper into the details.

Executives have access to **planning** across the organization. The ability to compare locations and review individual plans makes it easy for them to **identify issues as they arise**. They can assist new location managers as they build their planning expertise, and take immediate action to address any errors that occur. At the same time, all **staff members** gain a platform where they can see all the information that pertains to them – from schedule to requests to private messages – in an official, straightforward way.

Business benefits:

- Planning details and results are in one single place and easy to access for management review and approval

- Budget mistakes or growing salary costs are identified early on, when there is time to react

- Instant comparisons between locations and with budgets to identify trouble before it gets out of hand

The roster cost analysis shows the cost distribution per day per employee, work role, work code and shift. Quickly check the difference between actual and planned hours in the easy-to-read graph.

It's time to automate staff management

With customers demanding engaging, unique experiences, your managers can't afford to waste time on menial staff management tasks.

LS Central Staff Management gives you an immediate, clear overview of your resources and automates much of the repetitive daily and weekly work. Easily adjust role budgets, plan and distribute staff rosters, oversee and approve work hours throughout the whole business, and immediately compare actual staff costs against the budget. No need to log into multiple systems or Excel files, no need to copy and paste data, no need to wait for information to be aggregated and sent from every outlet to HQ.

It's not just the managers who benefit. Having an official staff management portal where everyone can see their hours, make requests and send messages gives all employees more **clarity**, **better communication**, and increased **flexibility.**

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Claim back your time

How many hours did you spend last month double-checking hours and names on Excel sheets and calculating overtime? How many hours do you waste every week to create schedules that take into account everyone's availability, your needs per hour and location, and your budgets?

Take back your time.

Contact us to discover how LS Central Staff Management can help you automate all these tasks, and more. Have you started planning what you'll do with all the time you'll save?

Contact us

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We make business easy

LS Retail is a world-leading provider of business management software solutions for retail, hospitality and forecourt businesses of all sizes.

Our all-in-one management systems power tens of thousands of stores and restaurants worldwide, within such diverse industries as fashion, electronics, furniture, duty free, restaurants, coffee shops, forecourt, c-stores and more.

LS Retail products and solutions are sold through a global network of partners.

For further information on the company and the products, visit www.LSRetail.com

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