

#MCON17

MIRUS

Restaurant Solutions



#MCON17

Everything You Always Wanted To Know About Labor



Everything You Always Wanted To Know About Labor

*But Were Afraid To Ask



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KEEP
CALM
AND
BLAME THE
NEW GUY



About Me



Aaron Lynn

Mirus Account Coordinator

Once Arrested For Hijacking A Train



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And so much more...



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And so much more...



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And so much more...



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Today's Agenda



Today's Agenda

- Old School Labor Analysis:
The Pros and Cons



Today's Agenda

- Old School Labor Analysis:
The Pros and Cons
- Guest Traffic
vs
Sales Dollars



Today's Agenda

- Old School Labor Analysis:
The Pros and Cons
- LINE DANCING!
- Guest Traffic
vs
Sales Dollars



Today's Agenda

- Old School Labor Analysis:
The Pros and Cons
- ~~LINE DANCING!~~
- Guest Traffic
vs
Sales Dollars



Today's Agenda

- Old School Labor Analysis:
The Pros and Cons
- Factors That Can Affect Your Labor Efficiency
- Guest Traffic
vs
Sales Dollars



Today's Agenda

- Old School Labor Analysis:
The Pros and Cons
- Factors That Can Affect Your Labor Efficiency
- Guest Traffic
vs
Sales Dollars
- New School Reports
to Provide Greater
Insight Into Your
Operations



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NO SCHOOL
LIKE THE
OLD
SCHOOL



The Way We Were....

RESTAURANT PROFIT AND LOSS STATEMENT, JANUARY 2015

Sales	Week of Jan 4
TOTAL ?	17,000
Food	10,500
Wine	2,000
Beer	1,250
N/A Beverages	1,500
Merchandise	750
Catering	1,000
COGS	
Food	3,500
Wine	800
Beer	400
N/A Beverages	250
Merchandise	300
Catering	500
Total COGS ?	5,750

Gross Profit ?	11,250
Labor Cost	3,750
Operating Costs	
Miscellaneous	200
Rent	600
Utilities	400
Property Tax	150
Waste Removal	75
Insurance	125
Equipment Repairs	50
Total Operating Cost ?	1,600
Net Profit/Loss ?	5,900



The Way We Were....

COGS	
Food	
Wine	
Beer	
N/A Beverages	
Merchandise	
Catering	
Total COGS ?	
Gross Profit ?	

- Very Broad Categories



The Way We Were....

COGS	
Food	
Wine	
Beer	
N/A Beverages	
Merchandise	
Catering	
Total COGS ?	
Gross Profit ?	

- Very Broad Categories
- Limited Visibility Into The Details



The Way We Were....

RESTAURANT PROFIT AND LOSS STATEMENT, JANUARY 2015			
Sales	Week of Jan 4	Week of Jan 11	Week of Jan 18
TOTAL	17,000	16,000	17,750
Food	10,500	9,000	11,000
Wine	2,000	1,750	2,750
Beer	1,250	1,500	1,750
N/A Beverages	1,500	1,500	1,250
Merchandise	750	1,250	1,000
Catering	1,000	1,000	0
COGS			
Food	3,500	2,750	3,750
Wine	800	600	900
Beer	400	500	550
N/A Beverages	250	250	200
Merchandise	300	500	400
Catering	500	300	0
Total COGS	5,750	4,900	5,800
Gross Profit	11,250	11,100	11,950
Labor Cost	3,750	3,500	4,000
Operating Costs			
Miscellaneous	200	100	150
Rent	600	600	600
Utilities	400	400	400
Property Tax	150	150	150
Waste Removal	75	75	75
Insurance	125	125	125
Equipment Repairs	50	0	0
Total Operating Cost	1,600	1,450	1,500
Net Profit/Loss	5,900	6,150	6,450

- Very Broad Categories
- Limited Visibility Into The Details
- No Calculations Of Costs As A Percentage



The Way We Were....

RESTAURANT PROFIT AND LOSS STATEMENT, JANUARY 2015			
Sales	Week of Jan 4	Week of Jan 11	Week of Jan 18
TOTAL	17,000	16,000	17,750
Food	10,500	9,000	11,000
Wine	2,000	1,750	2,750
Beer	1,250	1,500	1,750
N/A Beverages	1,500	1,500	1,250
Merchandise	750	1,250	1,000
Catering	1,000	1,000	0
COGS			
Food	3,500	2,750	3,750
Wine	800	600	900
Beer	400	500	550
N/A Beverages	250	250	200
Merchandise	300	500	400
Catering	500	300	0
Total COGS	5,750	4,900	5,800
Gross Profit	11,250	11,100	11,950
Labor Cost	3,750	3,500	4,000
Operating Costs			
Miscellaneous	200	100	150
Rent	600	600	600
Utilities	400	400	400
Property Tax	150	150	150
Waste Removal	75	75	75
Insurance	125	125	125
Equipment Repairs	50	0	0
Total Operating Cost	1,600	1,450	1,500
Net Profit/Loss	5,900	6,150	6,450

- All the labor costs summarized into one line:



Take a deep breath.



It's just an example.



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Everyone Feel Better?



How Do We Analyze Labor?



How Do We Analyze Labor?

- The tangible ways –



How Do We Analyze Labor?

- The Tangible Ways –
 - 1) Dollars (Wage Costs)



How Do We Analyze Labor?

- The tangible ways –
 - 1) Dollars (Wage Costs)
 - 2) Hours



How Do We Analyze Labor?

- The Tangible Ways –
 - 1) Dollars (Wage Costs)
 - 2) Hours
 - 3) Additional expenses: (Taxes, Insurance/Benefits)



How Do We Analyze Labor?

- The Tangible Ways –
 - 1) Dollars (Wage Costs)
 - 2) Hours
 - 3) Additional expenses: (Taxes, Insurance/Benefits)
- The Not So Obvious Ways –



How Do We Analyze Labor?

- The Tangible Ways –
 - 1) Dollars (Wage Costs)
 - 2) Hours
 - 3) Additional expenses: (Taxes, Insurance/Benefits)
- The Not So Obvious Ways –
 - 1) Turnover

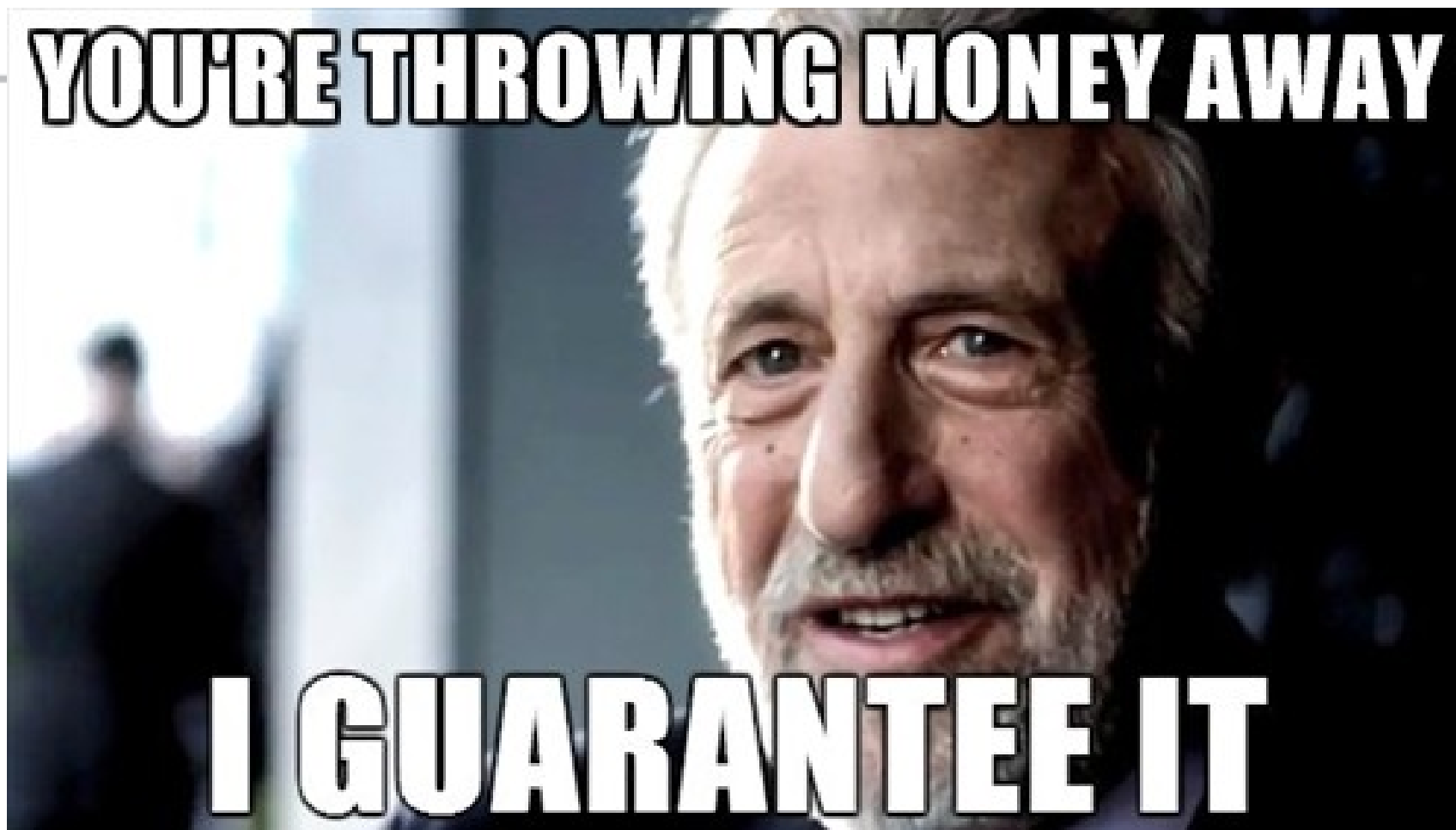


Is That Enough Insight To Effectively Run Your Business?



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— YOU'RE THROWING MONEY AWAY —



I GUARANTEE IT

**ph planet
hollywood™**



What Do We Measure Against?



What Do We Measure Against?

Sales Dollars



What Do We Measure Against?

Sales Dollars

Traffic (Guest Count)



What Affects Your Labor?



What Affects Your Labor?

Before The Shift



What Affects Your Labor?

Before The Shift

During The Shift



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Report Types By Time Frame

Before The
Shift

During The
Shift

After The
Shift



Let's Go Through Some Examples



Overtime



Overtime

- Who is close to getting it?



Over 32 Hours - Week To Date

WTD > 32 Hours (MCON 2017) ⚙️

Tot Labor Hrs > 32

Time Selection = Custom (10/02/2017 to 10/07/2017)

Store Name	Employee Name	Tot Labor Hrs
Airline	ELLEN RICHARDS	32.62
Aurora Ave S	AMELIA VASQUEZ	38.93
Beaumont	ARLISHA DAVIS	34.38
E Division	MATTHEW HANSEN	36.32
Fishers Landing	EVAN SMITH	32.17
	KAELA STEVENS	36.07



Week To Date Hours - KPI


WTD Hours KPI (MCON 2017) ⚙

Store Name	Employee Name	Tot Labor Hrs
Airline	MARY ENDICOTT	6.62
	PEDRO COLAN-FERNANDEZ	13.72
	DARYL R GUILLIAMS	19.50
	ZACHARY NELSON	19.22
	TIMOTHY SCHNEIDER	5.42
	STEPHANIE WHITE	8.30
	TARA DEVENY	27.82
	CHASTITY KIRBY	18.38
	VIRGINIA NELSON	14.10
	ELLEN RICHARDS	32.62



Week To Date Hours - KPI

 WTD Hours KPI (MCON 2017) 

Store Name 	Employee Name	Tot Labor Hrs 
Airline	ELLEN RICHARDS	 32.62
	TARA DEVENY	 27.82
	BRANDON GAUNT	 26.12
	SHAWNA WILLEY	 23.77
	GARY ZINK	 22.07
	ANNIKA FITZSIMMONS	 21.75



Overtime

- Who is close to getting it?
- Who is scheduled to get it?



Predicted Hours



Predicted Hours

Requires Schedules To Be Integrated
Into Mirus



Predicted Hours

Requires Schedules To Be Integrated Into Mirus

Shows The Total Number Of Hours Already Worked And The Expected Hours Based On The Remaining Days In Time Period Selected



Predicted Hours

Predicted Hours MCON

Time Selection = Current Week (10/09/2017 to 10/15/2017)

Store Name 	Employee Name	Mirus Predicted Hours (Act + Sch)
Beaumont	Drives A. Ferrari	54.25
	Mercedes R. Nice	53.32
	Aaron S Sleepy	47.87




Wait!

He Makes HOW MUCH?



Pay Adjustments Report

Pay Rate Adjustment Report

		Time Selection	Previous Week Pay Rate	Pay Rate 2 Weeks Ago	(1) ActualDiff
Store	Employee Name	Job Name	Pay Rate	Pay Rate	Pay Rate 
Houston	Bobby FastMoney	Napkin Roller	13.00	11.75	\$1.25
Beaumont	Sally NewShoes	CEO	11.00	10.00	\$1.00



Pay Adjustments Report

Pay Rate Adjustment Report

		Time Selection	Previous Week Pay Rate	Pay Rate 2 Weeks Ago	(1) ActualDiff
Store	Employee Name	Job Name	Pay Rate	Pay Rate	Pay Rate
Houston	Bobby FastMoney	Napkin Roller	13.00	11.75	\$1.25
Beaumont	Sally NewShoes	CEO	11.00	10.00	\$1.00



Not Just Who You Schedule



Not Just Who You Schedule But When You Schedule Them



Aces In Places?

Hourly Rate by Hour/Department

Store Name	Job Area	Kitchen			Service		
	Hour AM/PM	Total Pay Schedule	Total Hours Schedule	Average Hourly Rate	Total Pay Schedule	Total Hours Schedule	Average Hourly Rate
Houston	8:00 AM	11.50	1.00	11.50			
	9:00 AM	21.50	1.75	12.29	8.00	1.00	8.00
	10:00 AM	38.50	3.00	12.83	24.75	3.25	7.62
	11:00 AM	38.50	3.00	12.83	33.00	4.00	8.25
	12:00 PM	38.50	3.00	12.83	40.00	5.00	8.00
	1:00 PM	38.50	3.00	12.83	40.00	5.00	8.00
	2:00 PM	38.50	3.00	12.83	41.75	5.25	7.95
	3:00 PM	11.50	1.00	11.50	41.25	5.25	7.86
	4:00 PM	17.38	1.25	13.90	45.75	6.25	7.32
	5:00 PM	51.25	3.75	13.67	70.50	9.50	7.42
	6:00 PM	54.50	4.00	13.62	74.00	10.00	7.40
	7:00 PM	54.50	4.00	13.62	70.50	9.50	7.42
	8:00 PM	54.50	4.00	13.62	63.50	8.50	7.47
	9:00 PM	54.50	4.00	13.62	46.25	6.25	7.40
	10:00 PM	54.50	4.00	13.62	29.00	4.00	7.25
	11:00 PM	23.75	1.75	13.57	11.00	1.50	7.33



Aces In Places?

But that doesn't really tell a story....



Aces In Places?

Hourly Rate by Job/Day_of_Week

Store Num = 2; Job Area = Kitchen; Hour 24 Hr <=> 00:00 , 01:00 , 02:00 , 03:00 , 04:00 , 05:00 , 06:00 , 07:00;
Time Selection = Trailing 4 Weeks (09/11/2017 to 10/08/2017)

Day Of Week Name	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
Hour AM/PM	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate
8:00 AM	15.00	10.87	14.70	15.00	15.00	13.93	16.00	14.36
9:00 AM	14.18	10.43	14.23	14.04	13.22	13.39	13.31	13.26
10:00 AM	13.69	11.23	14.30	14.12	13.60	13.88	14.10	13.56
11:00 AM	13.69	11.23	14.30	14.12	13.60	13.88	13.91	13.53
12:00 PM	13.69	11.23	14.30	14.12	13.60	13.63	13.50	13.44
1:00 PM	13.69	11.23	14.30	14.12	13.60	13.63	13.54	13.44
2:00 PM	13.69	12.37	14.35	14.00	13.75	13.77	13.68	13.66
3:00 PM	14.55	12.50	14.32	15.00	13.54	13.87	13.87	13.95
4:00 PM	13.94	14.10	15.00	13.10	13.16	13.12	12.55	13.57
5:00 PM	13.73	13.60	14.22	12.95	13.68	13.06	12.52	13.40
6:00 PM	13.69	13.56	14.12	13.05	13.84	13.06	12.52	13.41
7:00 PM	13.69	13.56	14.12	13.05	13.84	13.06	12.52	13.41
8:00 PM	13.69	13.56	14.12	13.05	13.76	13.06	12.72	13.42
9:00 PM	13.69	13.56	14.12	13.03	13.79	12.96	12.72	13.41
10:00 PM	13.69	13.56	14.09	12.99	13.17	12.53	12.17	13.17
11:00 PM	13.38	13.50	14.06	12.09	13.15	11.94	10.50	12.66
Total	13.86	12.51	14.29	13.61	13.64	13.30	13.13	13.48



Aces In Places?

Hourly Rate by Job/Day_of_Week ⚙

Store Num = 2; Job Area = Kitchen; Hour 24 Hr ⇔ 00:00 , 01:00 , 02:00 , 03:

Time Selection = Trailing 4 Weeks (09/11/2017 to 10/08/2017)

Day Of Week Name	Monday	Tuesday	Wedn
Hour AM/PM	Average Hourly Data	Average Hourly Data	Average H



Aces In Places?

Hourly Rate by Job/Day_of_Week ⚙

Store Num = 2; Job Area = Kitchen; Hour 24 Hr ⇔ 00:00 , 01:00 , 02:00 , 03:

Time Selection = Trailing 4 Weeks (09/11/2017 to 10/08/2017)

Day Of Week Name	Monday	Tuesday	Wedn
Hour AM/PM	Average Hourly Data	Average Hourly Data	Average H



Aces In Places?

Hourly Rate by Job/Day_of_Week

Store Num = 2; Job Area = Kitchen; Hour 24 Hr <=> 00:00 , 01:00 , 02:00 , 03:00 , 04:00 , 05:00 , 06:00 , 07:00;
Time Selection = Trailing 4 Weeks (09/11/2017 to 10/08/2017)

Day Of Week Name	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
Hour AM/PM	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate
8:00 AM	15.00	10.87	14.70	15.00	15.00	13.93	16.00	14.36
9:00 AM	14.18	10.43	14.23	14.04	13.22	13.39	13.31	13.26
10:00 AM	13.69	11.23	14.30	14.12	13.60	13.88	14.10	13.56
11:00 AM	13.69	11.23	14.30	14.12	13.60	13.88	13.91	13.53
12:00 PM	13.69	11.23	14.30	14.12	13.60	13.63	13.50	13.44
1:00 PM	13.69	11.23	14.30	14.12	13.60	13.63	13.54	13.44
2:00 PM	13.69	12.37	14.35	14.00	13.75	13.77	13.68	13.66
3:00 PM	14.55	12.50	14.32	15.00	13.54	13.87	13.87	13.95
4:00 PM	13.94	14.10	15.00	13.10	13.16	13.12	12.55	13.57
5:00 PM	13.73	13.60	14.22	12.95	13.68	13.06	12.52	13.40
6:00 PM	13.69	13.56	14.12	13.05	13.84	13.06	12.52	13.41
7:00 PM	13.69	13.56	14.12	13.05	13.84	13.06	12.52	13.41
8:00 PM	13.69	13.56	14.12	13.05	13.76	13.06	12.72	13.42
9:00 PM	13.69	13.56	14.12	13.03	13.79	12.96	12.72	13.41
10:00 PM	13.69	13.56	14.09	12.99	13.17	12.53	12.17	13.17
11:00 PM	13.38	13.50	14.06	12.09	13.15	11.94	10.50	12.66
Total	13.86	12.51	14.29	13.61	13.64	13.30	13.13	13.48



Aces In Places?

9:00 PM	13.69	13.56	14.12
10:00 PM	13.69	13.56	14.09
11:00 PM	13.38	13.50	14.06
Total	13.86	12.51	14.29



Aces In Places?

Hourly Rate by Job/Day_of_Week

Store Num = 2; Job Area = Kitchen; Hour 24 Hr <=> 00:00 , 01:00 , 02:00 , 03:00 , 04:00 , 05:00 , 06:00 , 07:00;
Time Selection = Trailing 4 Weeks (09/11/2017 to 10/08/2017)

Day Of Week Name	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
Hour AM/PM	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate	Average Hourly Rate
8:00 AM	15.00	10.87	14.70	15.00	15.00	13.93	16.00	14.36
9:00 AM	14.18	10.43	14.23	14.04	13.22	13.39	13.31	13.26
10:00 AM	13.69	11.23	14.30	14.12	13.60	13.88	14.10	13.56
11:00 AM	13.69	11.23	14.30	14.12	13.60	13.88	13.91	13.53
12:00 PM	13.69	11.23	14.30	14.12	13.60	13.63	13.50	13.44
1:00 PM	13.69	11.23	14.30	14.12	13.60	13.63	13.54	13.44
2:00 PM	13.69	12.37	14.35	14.00	13.75	13.77	13.68	13.66
3:00 PM	14.55	12.50	14.32	15.00	13.54	13.87	13.87	13.95
4:00 PM	13.94	14.10	15.00	13.10	13.16	13.12	12.55	13.57
5:00 PM	13.73	13.60	14.22	12.95	13.68	13.06	12.52	13.40
6:00 PM	13.69	13.56	14.12	13.05	13.84	13.06	12.52	13.41
7:00 PM	13.69	13.56	14.12	13.05	13.84	13.06	12.52	13.41
8:00 PM	13.69	13.56	14.12	13.05	13.76	13.06	12.72	13.42
9:00 PM	13.69	13.56	14.12	13.03	13.79	12.96	12.72	13.41
10:00 PM	13.69	13.56	14.09	12.99	13.17	12.53	12.17	13.17
11:00 PM	13.38	13.50	14.06	12.09	13.15	11.94	10.50	12.66
Total	13.86	12.51	14.29	13.61	13.64	13.30	13.13	13.48



Aces In Places?

Sunday
Average Hourly Rate
16.00
13.31
14.10
13.91

12.55
12.52
12.52
12.52
12.72
12.72
12.17
10.50
13.13



Remember

Your Sales Patterns Never Change



Remember

Your Sales Patterns Never Change

Really?



So What Tools Can We Give Our Teams To Plan For The Ebbs And Flows Of Business?



Guest Count by Quarter Hour

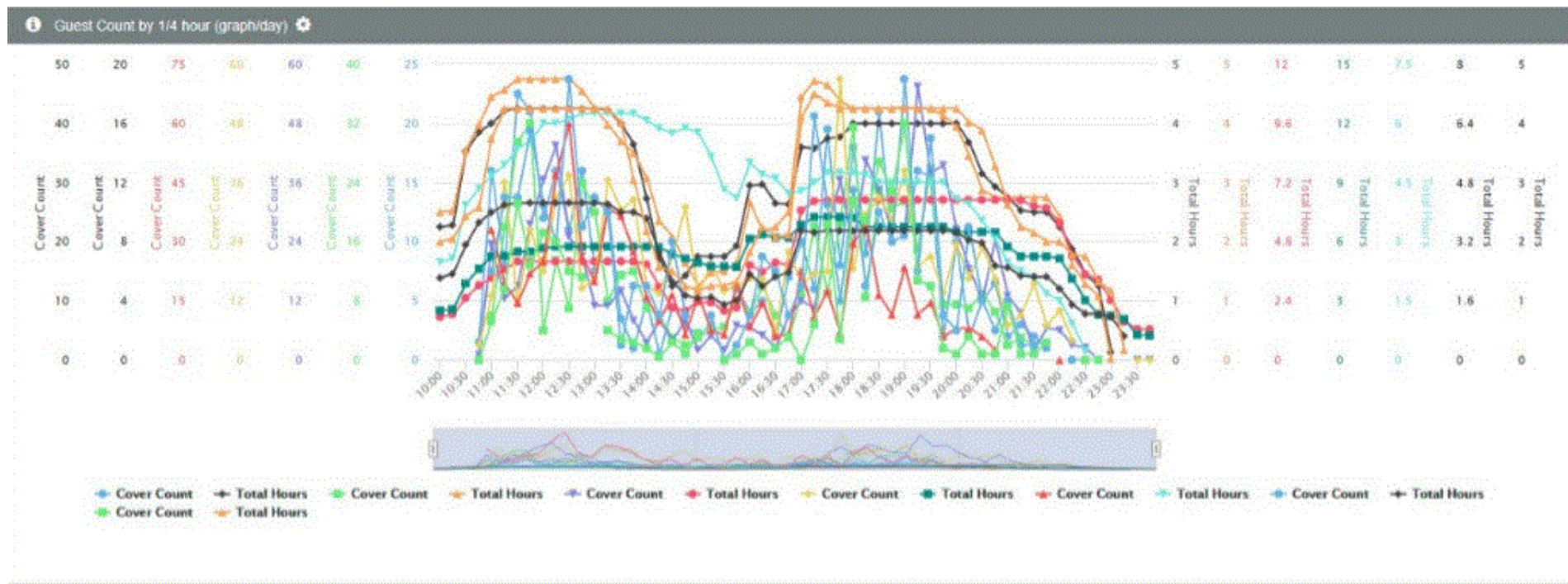
Guest Count by 1/4 hour

Hour 24 Hr <- 00:00, 01:00, 02:00, 03:00, 04:00, 05:00, 06:00, 07:00, 08:00, 09:00; Store Name = #10 Katy;
Time Selection = Previous Week (09/27/2017 to 10/03/2017)

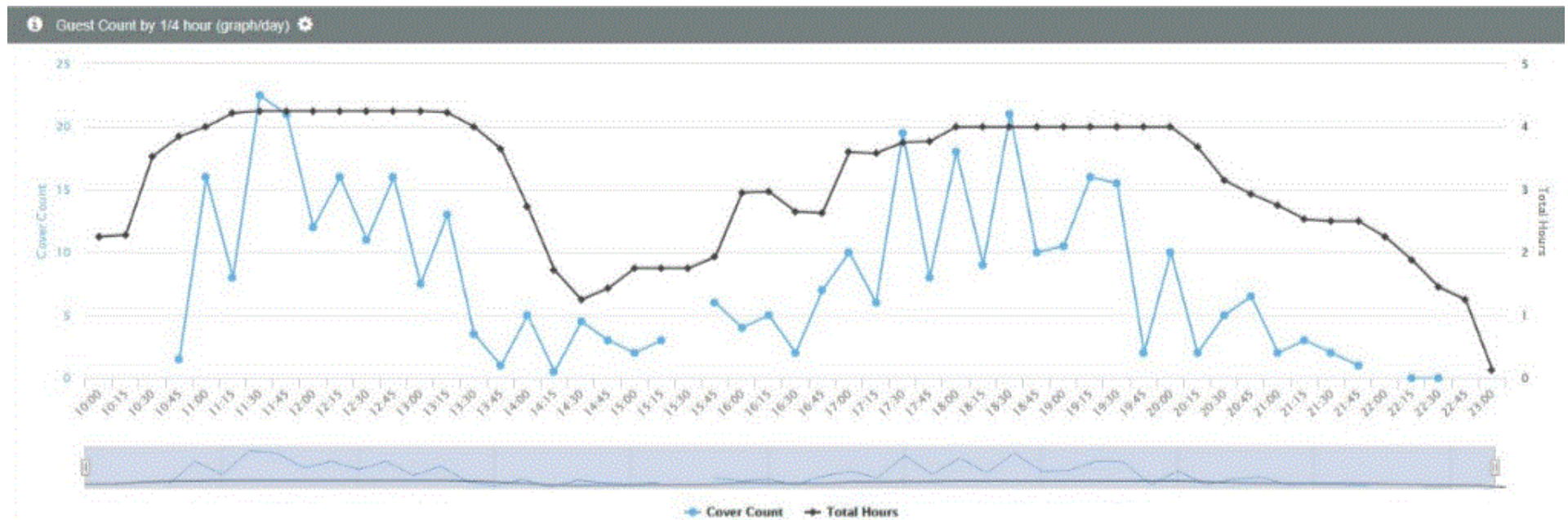
Day Of Week Name	Wednesday		Thursday		Friday		Saturday		Sunday		Monday		Tuesday	
Qtr Hour 24 Hr	Cover Count	Total Hours	Cover Count	Total Hours	Cover Count	Total Hours	Cover Count	Total Hours	Cover Count	Total Hours	Cover Count	Total Hours	Cover Count	Total Hours
10:00		2.25		2.50		1.75		2.50		2.48		2.22		2.00
10:15		2.28		2.52		1.85		2.57		2.57		2.33		2.05
10:30		3.53		3.55		2.52		3.88		3.92		3.12		2.43
10:45	2	3.85		3.98	1	3.03	3	4.63		4.35		3.72	0	2.58
11:00	16	4.00	6	4.45	24	3.33	13	5.25	33	4.88	6	4.00	7	3.75
11:15	8	4.22	18	4.57	13	3.68	36	5.28	20	4.95	11	4.20	12	4.25
11:30	23	4.25	30	4.75	15	4.00	12	5.50	15	5.37	11	4.25	27	4.25
11:45	21	4.25	32	4.75	28	4.00	27	5.50	22	5.55	16	4.25	16	4.25
12:00	12	4.25	4	4.75	37	4.00	18	5.68	25	6.00	11	4.25	22	4.25
12:15	16	4.25	14	4.75	44	4.00	33	5.75	47	6.00	8	4.25	20	4.25
12:30	11	4.25	7	4.75	25	4.00	38	5.75	60	6.10	19	4.25	15	4.25
12:45	16	4.25	24	4.55	21	4.00	15	5.75	26	6.25	9	4.25	14	4.25
13:00	8	4.25	20	4.25	11	4.00	17	5.75	20	6.25	11	4.25		4.25
13:15	13	4.23	8	3.98	11	4.00	37	5.75	39	6.25	10	4.22	5	4.25
13:30	4	4.00	12	3.70	14	4.00	31	5.75	37	6.25	1	4.00	4	4.02
13:45	1	3.65	12	3.50	8	4.00	33	5.75	28	6.25	5	4.00	3	3.05



Guest Count by Quarter Hour



Guest Count by Quarter Hour



Planning For Holidays



Planning For Holidays

Holiday Demo MCON ⚙		
Holiday	Day	Net Sales
Columbus Day	10/08/2012	15,012
	10/14/2013	19,942
	10/13/2014	19,466
	10/12/2015	20,474
	10/10/2016	19,562
	10/09/2017	22,802





Extraordinary Circumstances



Extraordinary Circumstances

Event Demo - Measure 

Store Name	Day 	Net Sales	Event 
Houston	08/26/2017	N/A	Hurricane Harvey
Beaumont	08/26/2017	N/A	Hurricane Harvey
Sugarland	08/26/2017	894.40	Hurricane Harvey
Liberty	08/26/2017	822.65	Hurricane Harvey



Conclusion And Discussion



Please Make Your Checks
Payable To:

AaronNeedsMoneyForAToupee.com

