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## Global Back Office for Fast Casual and Quick Service Operators

Our cloud-based, global back-office suite enables fast casual and quick service operators success through intuitive applications that forecast needs, control food and labour costs, and drive consistent, predictable operations. Adopted by marquee brands around the world, this platform is built around a workflow application that helps managers stay on task, adapt to changing expectations, and never lose sight of their objectives. Centralised purchasing workflows, data management, analytics, and reporting add up to total transparency and compliance, increased revenues, and lower costs.



**Fourth** Patty Shack - East

Scheduling

Sun, 5/2/20 - Sat, 5/9/20

Find an Employee

Name	SUN 03	MON 04	TUE 05	WED 06	THU 07	FRI 08	SAT 09
<b>Team Member</b>							
Abraham Garcia 12:00 - 13:00 \$376.80	Gen 6:00a - 1:00p Team Member		Gen 6:00a - 1:00p Team Member			Gen 6:00a - 1:00p Team Member	Gen 6:00a - 1:00p Team Member
Alejandro Chavez 12:00 - 13:00 \$151.00		Unavailable	Unavailable			Drive Thru 8:00a - 10:00a Team Member	Drive Thru 8:00a - 10:00a Team Member
Amy Brown 11:00 - 11:50 \$166.50	Drive Thru 6:00a - 1:00p Team Member		Unavailable	Unavailable		Drive Thru 6:00a - 1:00p Team Member	Drive Thru 6:00a - 1:00p Team Member
Andrew Luck 13:00 - 13:50 \$252.51	Cashier 7:00p - 11:00a Team Member		Drive Thru 11:00a - 2:15p Team Member			Cashier 9:15p - 5:15a Team Member	Cashier 9:15p - 5:15a Team Member
Andrew Minor 13:00 - 13:50 \$186.00	Cashier 12:00a - 2:30p Team Member		Partial Unavailable 10:00a - 2:00p	Cashier 10:00a - 2:00p Team Member	Drive Thru 2:00p - 5:00a Team Member		Cashier 10:00a - 2:00p Team Member
Chris Johnson 13:00 - 13:50 \$186.00	Cashier 12:00a - 2:30p Team Member		Cashier 9:00a - 9:30p Team Member	Manager 10:00a - 2:00p Team Member	Drive Thru 11:00a - 2:15p Team Member		Cashier 10:00a - 2:00p Team Member
Courtnei Johnson 11:00 - 11:50 \$413.27	Cashier 12:00a - 2:30p Team Member		Cashier 2:00a - 11:00p Team Member	Cashier 2:00a - 11:00p Team Member	Drive Thru 2:00p - 5:00a Team Member		Cashier 10:00a - 2:00p Team Member

**Schedule Warnings**

Thursday - 5/7/20  
Availability - Scheduled during unavailable time. Available 12:00a - 3:15p

Saturday - 5/9/20  
Threshold - Scheduled 0.5 hour less than the weekly minimum of 20

11:55

**My Schedule**  
HS Grill - Main

THIS WEEK, 2 of 2 posted

Scheduled Hours: 21.00

**Thu, Jun 13 - Today**

AM  
PM

**Fri, Jun 14**

AM 10:00 AM - 5:00 PM Manager  
PM

**Sat, Jun 15**

AM  
PM

**Sun, Jun 16**

AM 10:00 AM - 5:00 PM Manager  
PM

NEXT WEEK, 2 of 2 posted

Scheduled Hours: 21.00

**Mon, Jun 17**

AM  
PM

**Tue, Jun 18**

AM  
PM

**Wed, Jun 19**

AM  
PM 5:00 PM - 12:00 AM Manager

**Thu, Jun 20**

**Andrew Minor**  
19.00 / 19.00 \$186.00

2 Cashier  
10:30a - 2:30p  
Team Member

**Schedule Warnings**

Thursday - 5/7/20  
Availability - Scheduled during unavailable time. Available 12:00a - 3:15p

Saturday - 5/9/20  
Threshold - Scheduled 0.5 hour less than the weekly minimum of 20

## Labour Productivity

Reduce the time it takes to create, communicate, and manage employee schedules. Our tools help limit employee scheduling errors, shortages, and overages. Plus, POS-generated labor and sales data will make your employee scheduling more accurate than ever.



**Eliminate Scheduling Guesswork:** Build more accurate schedules in a quarter of the time. Team members can suggest availability and shift swaps. Managers can approve or deny on any device with a single click.



**Engage the Team and Limit Confusion:** Access schedules, swap and pick up shifts, request time-off, approve shift transactions and communicate with team members, all on our full-featured mobile app.



**Manage your Labour costs:** Avoid unnecessary overtime and reducing employee turnover from over or underscheduling your workforce.

## Demand Forecasting

Our back office solution uses an advanced algorithm to accurately forecast sales, guests, transactions, deliveries, and items sold in 60, 30, and 15-minute increments. With an accurate understanding of what is needed, managers can match scheduled labour with forecasted activity, increasing productivity and the ability to drive sales.



**Optimize Your Labour:** See exactly how many employees you need to meet demand – including non-revenue-generating activities, like prep and clean-up.



**Never Settle:** Know where you stand with forecast and schedules based on hourly data updates. Identify trends that require action, such as forecast variances, excessive comps and voids to make improvements as you go.



**Boost the Bottom Line:** Stop under- or over-scheduling and gain overall labour margin improvement. Accurate staffing levels also mean more opportunities to up-sell and turn tables, driving top-line sales.



**Improve the Guest Experience:** Deliver the optimal guest experience by having the right number of employees on each shift. Customers will spend more, return more often, and give positive word of mouth.

# Sales and labour Analytics

## Understand Critical Information about your Workforce

People are your greatest asset, but also the biggest cost, so it's important to fully understand all aspects of your workforce. Analytics helps managers optimize their labour models and adapt to changing business dynamics.



### Understand Performance in One View

View all labour information in one place – absences, performance issues, average revenue per check, average clock in times, average tip earnings, and much, much more. Use employee balanced scorecards to get factual insights into employee performance.



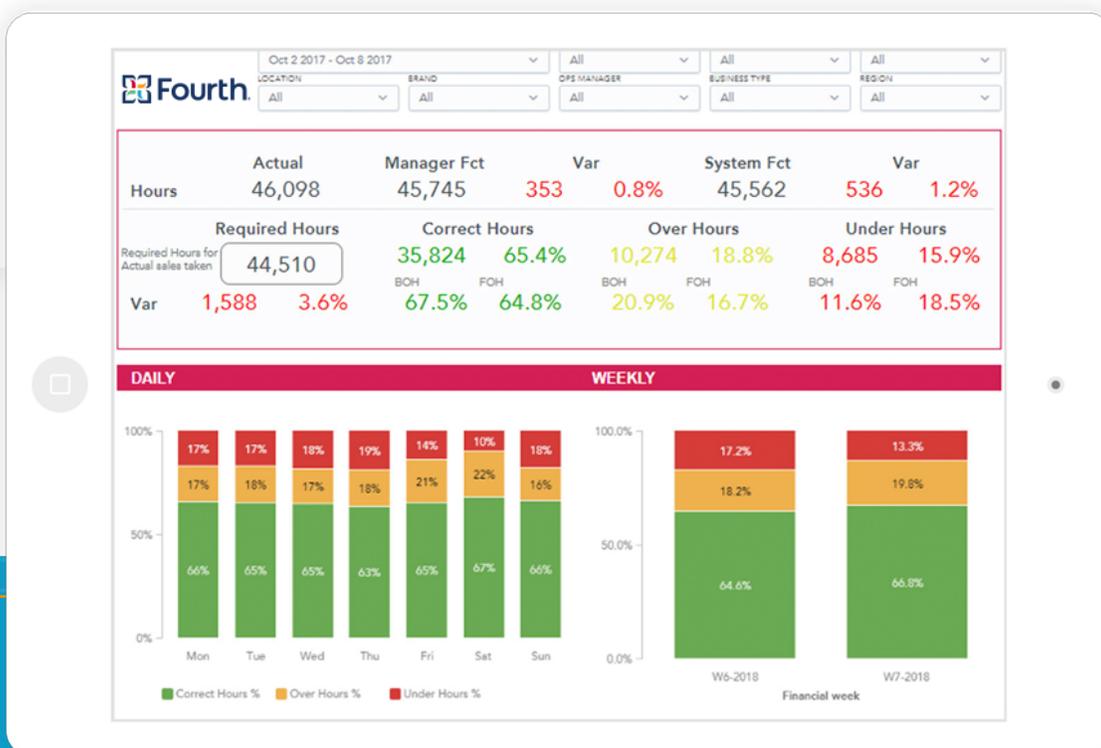
### Spot Trends & See What's Important

Spot trends and see what's important to your business with customisable dashboards. Stay on top of sales and traffic trends by restaurant and day.



### Identify Opportunities

Save up to 2% in labour costs by analyzing over-spend and under-spend. Detailed reports help you to identify throughput and revenue opportunities.



# Employee Engagement

Happy employees = happy customers. Engaged teams are more productive, deliver better service, drive top-line sales, and are more likely to stay. Our solutions are designed to help you improve your company culture and retain your top employees.



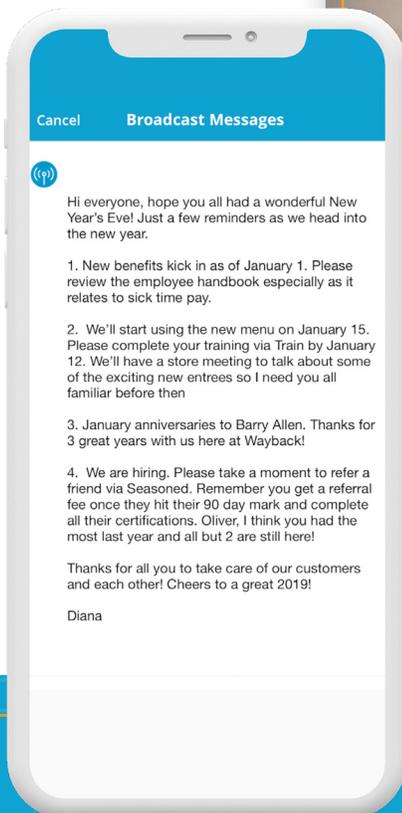
**Encourage Collaboration:** In-app messaging tools including broadcast messages and shift surveys boost engagement and team bonding – while keeping everyone in the loop.

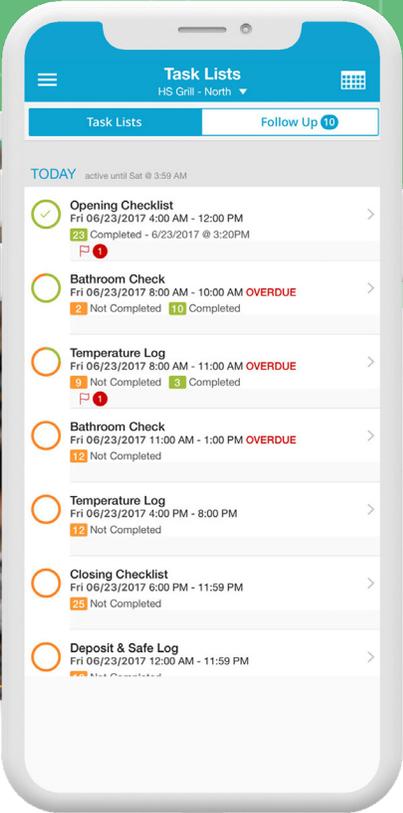


**Boost Brand Compliance & Communication:** Easily share content and important information to ensure everyone is on the same page. This helps strengthen the culture within your business while maintaining compliance with brand policies, news, and updates.



**Enable Self-Service:** Give the team easy access to your CEO's latest message and their manager's shift notes. The mobile app ensures that your team stays in touch with each other and your brand, where ever they are.





# Logbook

Logbook connects your tasks, teams, processes, and data in a single application, giving insight into all of the tasks and applications used to manage the daily, weekly, and ad hoc objectives of the operator.



**Streamline Communications:** Create, track and record tasks, follow-ups, maintenance, and more from one, centralised, mobile logbook. The latest shift notes are always available, so managers can communicate critical info, and owners gain operational insights.



**Make Your To-Dos To-Dones:** Get the industry's best checklists for managers and team members. Stay on top of checklists, procedures, and communications with notifications for every task.



**Get Your Shift Together:** Ensure food-safety compliance via temperature monitoring and get alerts to track task completion and site performance.

## Foundation

Foundation marries business processes, internal and external data, flexible reporting, and daily workflows to help managers productively plan and adapt to changes throughout their shift.



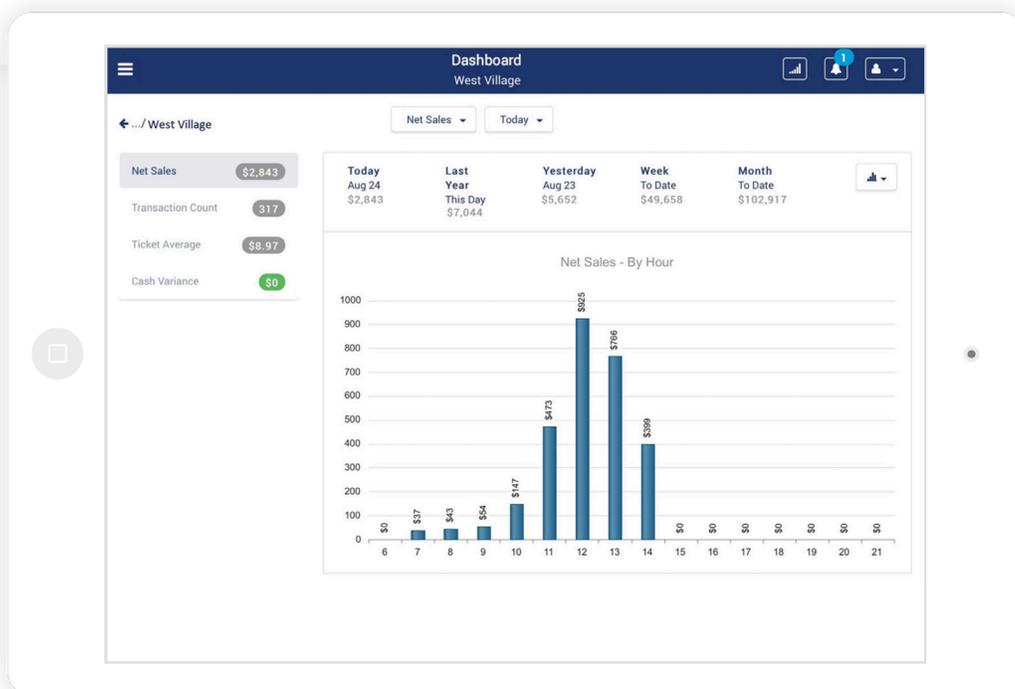
**Workflow:** Drive your brand's unique set of standard operating procedures with fully customizable workflows to help store managers meet daily, weekly, and monthly tasks. Clear objectives and step-by-step guidance supports a smooth manager onboarding process and sets them up for success.



**Forecasting:** Our back office solution uses an advanced algorithm to accurately forecast sales, guests, transactions, deliveries, and items sold in 60, 30, and 15-minute increments. With an accurate understanding of what is needed, managers can match scheduled labour with forecasted activity, increasing productivity and the ability to drive sales.



**Point-of-Sale Integration:** With over 30 POS integration ranging from old cash registers to the latest cloud-based POS, our solutions ensure you have access to the critical transaction data produced by these systems. Our solutions leverage this data to allow you to manage and report on all aspects of your business.



# Centralized Inventory and Recipe Management Control

Reduce operational costs and control your inventory process across your stores with real-time, perpetual tracking of product through its life-cycle including; purchasing, receiving, sales, transfers, waste, and other adjustments.



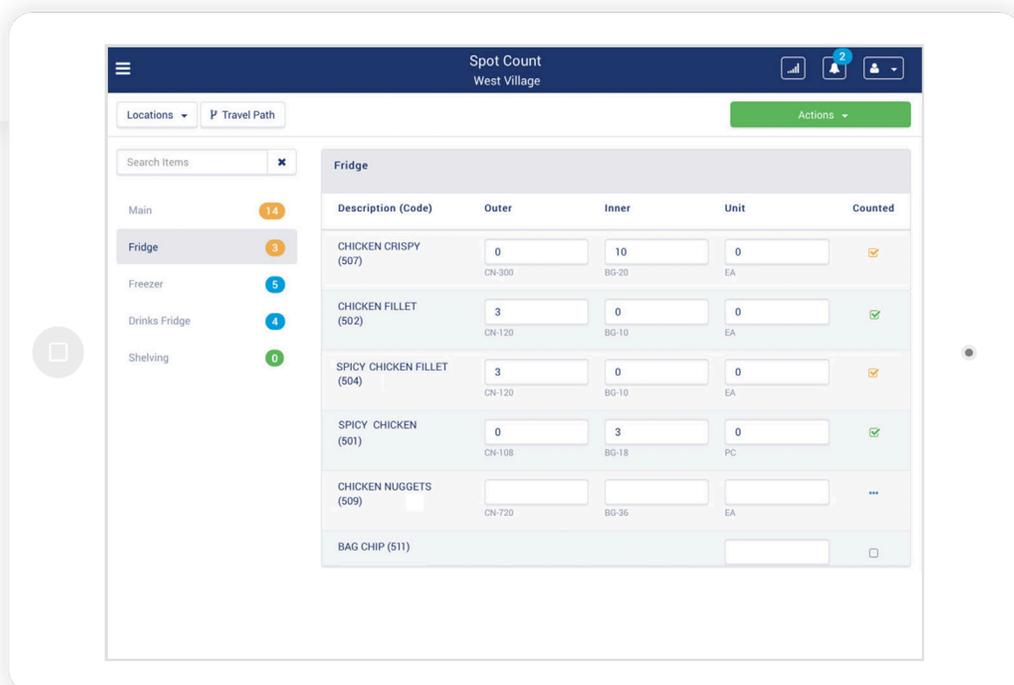
**Mobile Counting:** Count what you can see instead of reconciling a sheet from a back office. Our mobile app makes counting fast and easy while eliminating paper and minimising errors. Counts can be completed offline, with all data being uploaded to the system once a signal is available.

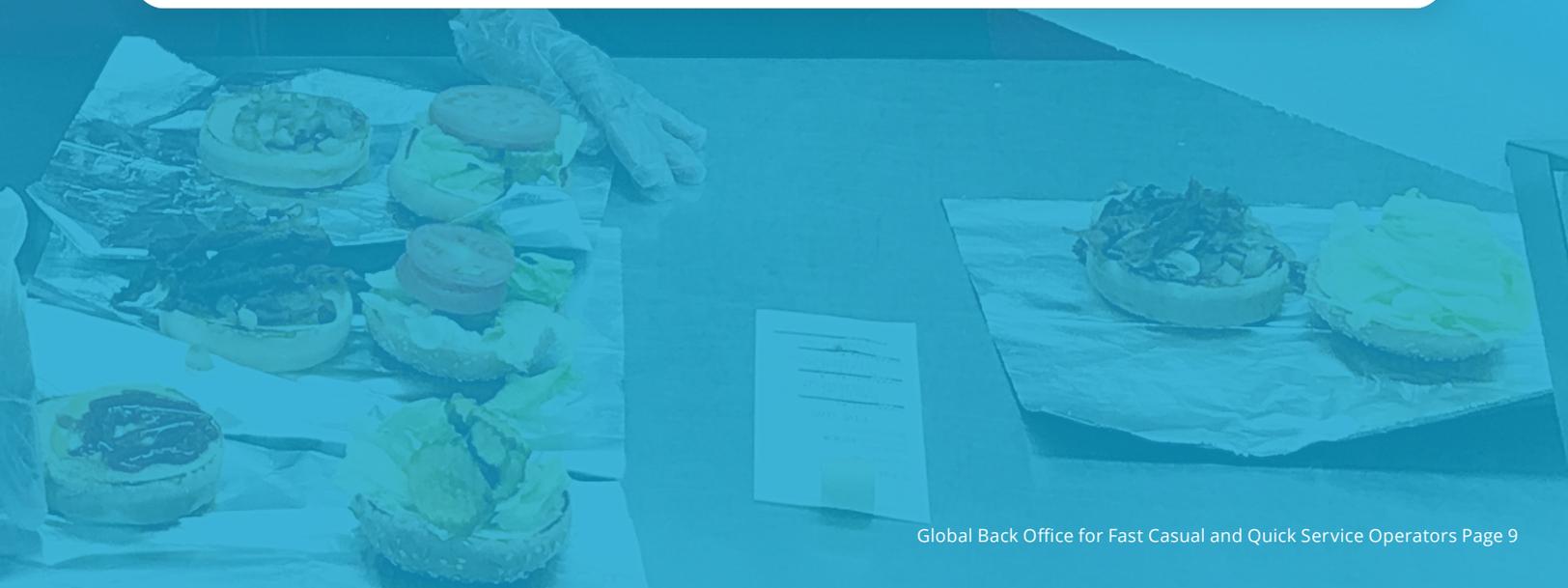
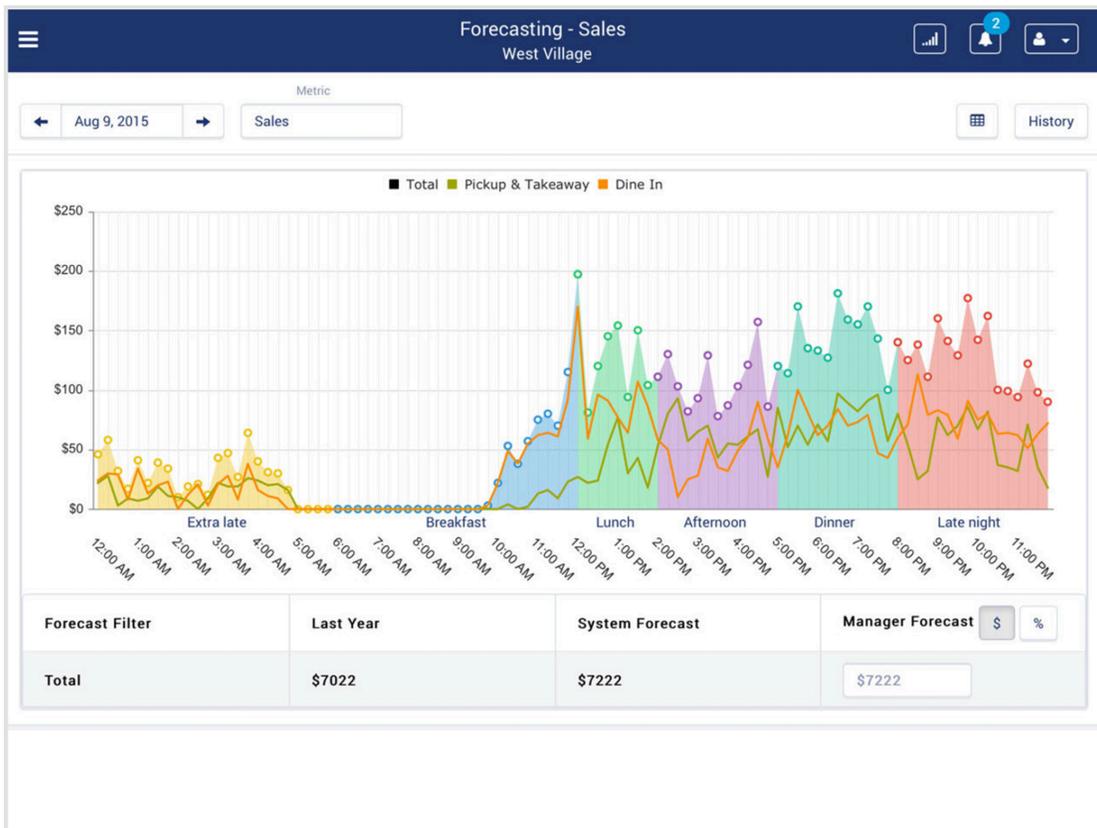


**Purchasing and Procurement:** With demand forecasting, you'll know exactly what you need — and when you need it. Purchase from approved suppliers, and pay only for what you actually received.



**Suggested Ordering:** Our suggested ordering and guest service planning functionality uses the centrally generated sales forecast to help each site order the right products in the right quantities.







## Reporting

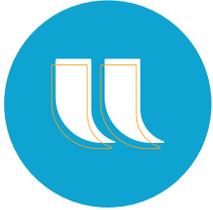
Real-time reporting capabilities and mobile dashboards support data-driven decision-making and transparency between in-store and above-store management. Keep track of critical KPIs including sales, inventory, cash, and labor through dashboards and standard operational reports supporting each back-office function. Direct access to your data is made possible through the Remote Data Store. Replicated in near-real-time, administrators can extract data for analysis in your choice of third-party BI tools.



## Financials and Cash

Track the movement of cash at every point, from customer payment at a POS to safe drops to bank deposits. With tools that monitor shorts or paid-outs, and confirm all amounts for shifts and the day, managers are able to quickly spot any issues and make corrective decisions that positively impact the bottom line.

**Don't take our word for it. Take theirs...**



## MULTI-UNIT OWNER

*Popular Sandwich Franchise*

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"Using that actual vs. theoretical inventory report, I was able to put another \$4,000 per year back into my pockets for all three stores. And that's for just one item!"

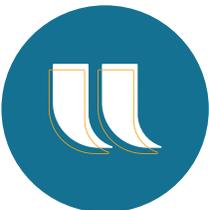


## ANNE ANSLEY

*CFO, PDQ Restaurants*

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"Our staff and managers enjoy using HotSchedules' powerful and intuitive scheduling app on a daily basis. From an operational perspective, HotSchedules has really helped us drive greater efficiency across our entire brand. Combined with the great human resources, payroll and benefits services that Fourth continues to provide us, along with the addition of their advanced analytics and demand forecasting capabilities, this is a game-changer. The combined solutions will significantly benefit the industry, and we're excited to be at the forefront of this technology."



## MORGAN DUFRENE

*IT, Landry's*

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"We were able to account for 47.2 weekly hours of labor costs saved over 7 months, yielding \$211,000 in labor savings across our five pilot stores."



Fourth provides end-to-end, best-in-class technology and services for the hospitality, leisure and retail industries. Its procurement, inventory, and workforce management solutions, coupled with a complete data and analytics suite, give businesses the actionable insights they need to increase efficiency within operations, control costs, scale profitability, improve employee engagement, and maintain compliance.

Since its merger with US-based HotSchedules/ MacromatiX, Fourth serves more than 7,000 customers across 120,000 locations globally.

Fourth works with multi-national companies across the hospitality, leisure and retail industries, including McDonalds, KFC, Pizza Hut, Hungry Jack's, Nando's, Oporto, Starbucks & Taco Bell.

## You have enough to do.

Let's help get the administrative busywork off your plate. To learn how we can help simplify your back-office operations, boost your efficiency and profitability.

+1.877.539.5156



 Visit [Fourth.com](https://www.fourth.com)