

CREW Time: Utilizing the Floater

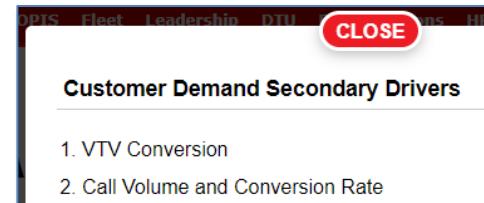
Scheduling

Crew Time is designed to provide the right number of people at the right time for your store. To accurately calculate labor hours from your driver forecast, CREW Time uses the role of Floater to take care of "fractions" of people needed to meet demand in the Sales and Service areas.

Managers can choose to use this person in any position, but the expectation is that ***the Floater will assist the store where they will deliver the greatest benefit to the business.***

Things to consider:

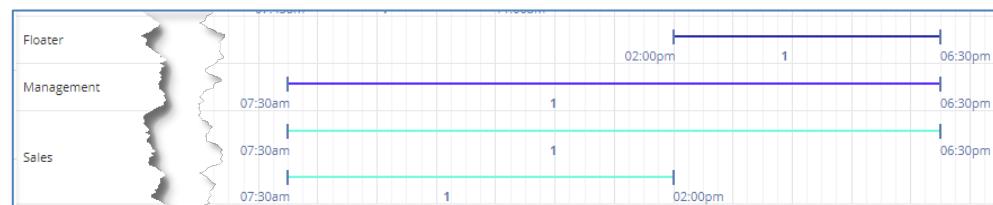
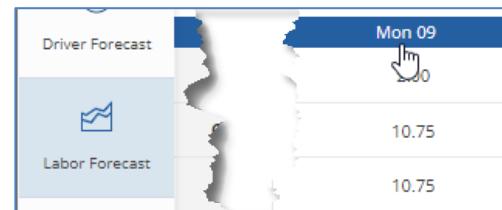
- Hours assigned to a Floater are part of your demand hours.
- Qualified people who are able and flexible to go where demand dictates have always been a part of our store Best Practices.
- The Floater should work where they can deliver the best value to the store.
- The Floater should be prepared to shift if wait time, counter demand, or other opportunities arise.
- Managers should combine the Labor Forecast with AOR Secondary Drivers to find the area of greatest opportunity.



Labor Forecast

The CREW Time Labor Forecast can be viewed by clicking on a single day from the Weekly view.

It is a graphic of what the system *wanted* to schedule to meet the day's demand. One or two Floater(s) may be indicated, for all or a part of the day.



Goal

The Floater hours/shifts may have been forecast from a need in either the Sales or Service areas.

Since this role could be expected to deliver on Sales, ETV, Service, or Air Check tasks, the system will assign it to an Apprentice or full-time Assistant. Use an Apprentice or Assistant if manually assigning the role.

Single Floater Scenario**Things to consider:**

The Floater should remain

- flexible and move between Sales, Service, and Air Check areas if needed
- alert to shifts in demand within the store

Two Floater Scenario**Things to consider:**

- In instances where two or more Floaters are forecast, they may remain in either the Sales, Service, or Air Check areas.



- Before or after the Floaters' assignments, they may take any other tasks needed to meet demand.

Start Time	End Time	Duration	Task
07:30 a	-	02:45	Floater
10:15 a	-	00:30	Meal Break
10:45 a	-	07:45	Cell 2 Crew Chief
		06:30 p	

Contact

If you have any questions, please email wfmteam@discounttire.com.