



A 'big quality' time and attendance solution for the Centurion Hotel

Best Western brings together over 4,000 independently owned and managed hotels around the world with the ethos of delivering a warm local welcome with big quality as standard.

The Best Western Plus Centurion Hotel in Midsomer Norton is well placed for visitors exploring the South West and the nearby historic cities of Bath and Wells. The 45 bedroom hotel offers a 9 hole golf course, state of the art gym, swimming pool and health club. Small and large conferences, events and weddings are also welcomed.

The hotel employs around 90 staff including cleaning and maintenance, catering, front of house, fitness centre and golf estates management.

Time for an upgrade

Alastair Slade, Technical Director, got talking to a director at the Centurion Hotel at a networking event held at the hotel, and the conversation turned to time and attendance systems. The hotel already had a swipe card time and attendance system but it became clear during the conversation that the old system wasn't delivering what the hotel now needed.

Mark Manley, General Manager at the Centurion Hotel takes up the story, "Alastair's ability to understand our requirements in depth showed that he knew the hospitality sector well and could show us how the system would interact with different departments and our shift patterns. We could immediately see how the Chronologic system was going to work much better for us, particularly for programming in schedules and rotas."

The Chronologic Workforce Management System was installed in autumn 2013 running in parallel with the old system until going fully live in January 2014.



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Mark Manley, General Manager, Centurion Hotel



Flexible rota programming

Mark comments, "The old software wasn't flexible enough and didn't do even half of what the new Chronologic time and attendance system does. The flexibility of the time and attendance rules for the tracking of the many different start and end times and the ease with which the rota can be programmed saves us time."

The system has been particularly valuable to the Centurion Hotel in managing staff holidays and monitoring lateness and absence. The team can now get real time reports on holidays, lateness and absence quickly and easily without having to go to head office. In return head office receive accurate reporting on sickness and absenteeism.

It's also meant that employees and supervisors can be more proactive in maintaining rotas and managing issues caused by planned and unexpected absence. Staff can now ensure that everything that can be done in advance is, to save time and maintain high levels of customer service.

The new biometric clocking in terminal also stops 'buddy clocking' which means that staff clocking in are who they really are! The improved accuracy and time savings delivered by the system enabled Mark to exceed his revenue verses cost target by an impressive margin within just a few months.

Smooth implementation and excellent after sales service

Mark found the installation process went very smoothly, "The software was installed remotely and the engineer came along and set up the biometric terminal. Training was in bite-sized modules which made it easy to implement the system without overloading software users who were new to this kind of system."

We asked Mark what, if anything, he would change about the system now it's been up and running for a while;

"There are some employees who literally don't have fingerprints so the only thing we might have done differently is take up the option of the face scanner as that would have dealt with the issue. Also KPs have their hands in water all day which can obscure fingerprints. A way around this has been to use PIN clocking for a small number of employees, there's no loss of data and we don't have to manually enter those clockings either."

The Centurion Hotel now has a 'big quality' cost-effective time and attendance solution that supports staff in delivering a warm welcome and great service.

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WORKFORCE MANAGEMENT

The **Chronologic Workforce Management System** has been designed to meet the needs of both small and larger businesses. Customers choose us because the system is cost-effective, scalable and flexible.

The core system comes with a number of add-on modules which include Workflow, Rotas and Scheduling, Absence Management, Reporting and HR.

Time and attendance data can be collected using a range of terminals including RFID and biometric as well as the web and smartphones.

Self-service enables employees to clock in, request holidays and view their timesheets and rotas online.

To see how the Chronologic Workforce Management System could work for your organisation get in touch to arrange an online demo.