

Motivation Monologues

Hoa Luong, Chief Operations Officer

Setting the Stage

Kronos® checked in with Hoa not too long ago to hear how Kronos Workforce Ready® was treating them, and in the process we uncovered some important themes about why Boba Tea Company decided to work with Kronos as a HCM and Workforce Management solutions provider. For those unfamiliar with Boba Tea Company, they are an upscale chain offering specialty tea drinks at 15 locations in New Mexico and Arizona. They have a growing company that supports 160-plus employees.

The following stories come straight from Hoa, and help provide a bit more context around Boba Tea Company's motivation to adopt Kronos solutions, specifically Workforce Ready. With the future of work in mind, it can be extremely valuable to know what to prioritize strategically within an organization.



[Read More about Workforce Ready Scheduler here](#)





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Motivation: Visibility and Cost Control

We didn't do our job right last year. This year we have Kronos®, a resource we can use to properly analyze our data. We can make scheduling improvements. Before Kronos, we were not very effective. We were leaving money on the table, and we weren't staffing our team correctly.

Imagine you are a manager and you are making a schedule based on financials. You have a four-hour slot. If one person is working and that person needs a break, when do I bring the second person on? What about the third? How many people do I have on the floor at one time? You get confused. Now the manager has full access to the data. We made it simpler – that's how many people you should have on each shift based on projected sales. It's super easy.

Labor expenses are what kills restaurants. If you don't control labor hours, then you just aren't profitable. What if someone stays later than they were supposed to? Now we have the reason for that. We can see why they stayed. We have sales data we can compare. Before, we were wondering what reason they had for staying late. Now it's all based on comparative data. It rolls up to the store manager, district manager, and we have an auditor looking at it before timesheets are approved. There are a lot of eyes on it.

Motivation: Communication and Convenience

It was a good 70 hours per pay period we saved within our company. We are scrutinized by the Department of Labor to provide documentation for everything. We took a lot of pride in documenting everything accurately. The precision takes time. Now it's all generated in a report. The biggest improvement has been in communication. You can't just call people anymore. When we need to roll out a new policy, a new drink, a new process – everything is communicated in our 'BobaScoops' announcement that they see when they log into Kronos. They must read that. Everyone gets the same message.

Mobile on-demand access has lifted the burden on store managers and HR to keep records up to date. Instead of calling the office, employees can log in. If they need to change their address or W4 withholding, they can update that. They have their schedule. They can swap shifts. They do it all on their phones. We just didn't have that before. Now it's accessible to them anywhere they need it.

Final Advice

If you're looking to grow, you have to have software that can grow with you. Kronos is the tool that can help expand your business. We only schedule 5- or 6-hour shifts. If they are taking evening classes, they can come in the mornings. They love that they can work on the weekends. That's when the heaviest volume of need is. We make every accommodation to be consistent on the same days. We try not to flip-flop them. The schedule should be posted two weeks in advance of school starting so that they know what is coming. That's a value-add.