



Revolutionizing Hospitality and Tourism with Celayix



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INTRODUCTION

For the past 5 to 10 years, the whole hospitality and tourism scene has been on a rollercoaster. Trying to figure out where tourists are heading with global events and a pesky pandemic changing the game feels like planning a picnic in a tornado.

Seasonal spikes, fueled by significant events or college kids escaping for a bit, used to be the norm. Now, keeping up feels like juggling flaming torches on a tightrope. Businesses need more than luck; they must tap into some serious magic to stay afloat.

That's where workforce management software steps in as the hero. It's the fixer-upper for the messy world of staff shifts and payroll headaches. No more losing sleep over who's working when or the chaos of divvying up shifts fairly. It's like having a personal assistant for your staffing headaches.

And here's where Celayix steals the spotlight – the rockstar of scheduling software. It doesn't just tackle schedules; it's the Swiss Army knife of workforce solutions. Smooth shift assignments? Check. Payroll made painless? Double-check. And it even waltzes into tip management with style (thanks to our partners). It's the superhero your business didn't know it needed.

So, here we are, diving into the nitty-gritty of how the hospitality and tourism world is flipping the script with Celayix as the go-to scheduling sidekick. This isn't your typical story; it's a guide through the maze of changes without the fancy stuff, just a straightforward journey where tech meets practicality, and success in the hospitality game is the destination. Ready to roll with us? Let's dive in.

THE EVOLVING LANDSCAPE OF HOSPITALITY & TOURISM



Travel and Tourism Sector Reaches New Heights:

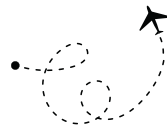


The hospitality and tourism industries in the United States and Canada have experienced remarkable growth over the years, with a multitude of factors contributing to their continuous expansion. This section will delve into these industries' historical growth trajectories while shedding light on the driving forces behind this expansion, such as evolving consumer preferences.

“U.S. and Canada Set to Surpass Pre-Pandemic Peaks, Creating Millions of Jobs”



HISTORICAL GROWTH



TRAJECTORY

CANADA

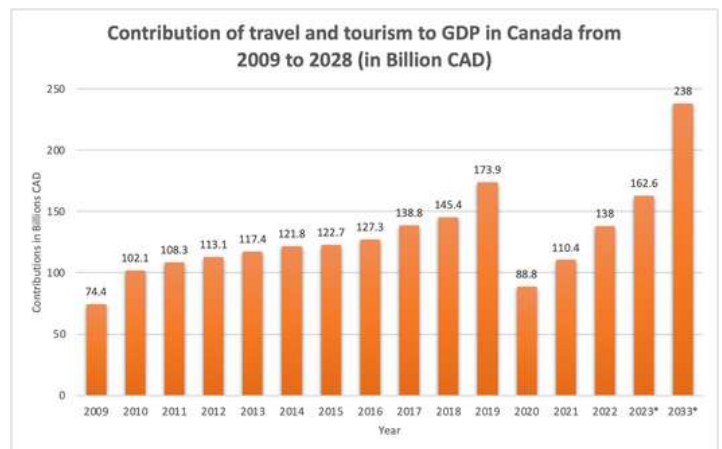
Canada's tourism industry is currently showing strong signs of recovery and resilience. According to recent economic impact research from the World Travel & Tourism Council (WTTC), the Canadian travel industry is on track to contribute over **\$162 billion** to the country's economy in 2023. This projection is within striking distance of the pre-pandemic peak in 2019, when the industry reached a value of **\$173.9 billion**.

Canada's travel and tourism sector experienced significant growth in 2022, with a remarkable 41.4 percent increase, reaching a value of more than **\$138 billion**. This represented 5 percent of Canada's total economy, indicating that the travel industry generated one in every \$20 in the country. Notably, this growth also translated into employment opportunities, as the industry added **169,000 new jobs** in 2022, reaching **1.55 million jobs** nationally.

International travellers started returning to Canada in 2022, with spending from overseas visitors growing by 64 percent to almost **\$23 billion**. However, it is worth mentioning that this figure remained 47 percent below the 2019 peak of **\$42.9 billion**.

WTCC PROJECTIONS FOR 2023

Julia Simpson, President & CEO of WTTC, emphasized the importance of the tourism sector in Canada, stating, "The sector is a vital driver of economic growth and job creation in Canada." She also expressed optimism about international visitor spending, projecting a swift recovery to 2019 levels in the coming years.



This statistic shows the total contribution of travel and tourism to GDP in Canada from 2009 to 2033, including direct, indirect and induced contributions. Travel and tourism was forecasted to make a total contribution of approximately 238 billion Canadian dollars to the Canadian economy in 2033.

“ The travel and tourism sector in the U.S. is recovering strongly with strong visitor demand. This year we expect tourism to add more than \$2.2 trillion to the U.S. economy, beating the all-time high of 2019. The number of jobs created by Travel & Tourism stands at 16 million, but by the end of this year, it will reach almost 17.4 million jobs, only 1 percent behind 2019 numbers. In 2022, the value of the sector was worth \$2.01 trillion compared to \$2.17 trillion in 2019.

Julia Simpson's expressed optimism about the industry's recovery

UNITED STATES

The WTTC projects that the U.S. travel and tourism sector will further increase its GDP contribution, reaching over **\$3 trillion** over the coming decade. This would represent a significant **10 percent** of the overall U.S. economy. Furthermore, the sector is anticipated to employ almost 21 million people, equivalent to one in eight American jobs.

The travel and hospitality industries have demonstrated their resilience and adaptability, showcasing impressive growth in the United States and Canada, with the WTTC's projections pointing toward continued growth and recovery in the post-pandemic era.

The sector's capacity to bounce back, coupled with shifting customer preferences and evolving travel patterns, sets the stage for a promising future for the North American travel and tourism industry in 2023 and beyond.



PROJECTIONS FOR THE FUTURE

The future of Canada's hospitality and tourism industry looks promising, with the WTTC projecting that the industry's GDP contribution will grow to more than **\$238 billion** over the next decade, constituting **7 percent** of the country's overall economy. It is also anticipated that by 2033, the industry will employ nearly **2.1 million people** across the country, which would mean one out of every 11 Canadians being employed in the travel and tourism sector.

In North America, the travel and tourism industry also made a significant contribution, with the WTTC reporting a **\$3.05 trillion** boost to the region's economy. While this was about **7 percent** below the pre-pandemic peak in 2019, North American GDP contribution is expected to fully recover within the year, reaching **\$3.7 trillion**. This recovery will also extend to employment opportunities, as the North American travel and tourism sector is anticipated to fully recover the jobs lost during the pandemic by the end of 2023.

The United States is also witnessing substantial growth in its travel and tourism sector. Projections indicate that the industry will have contributed **\$2.24 trillion** to the U.S. economy by the end of the year, surpassing the pre-pandemic peak of **\$2.17 trillion** in 2019. Furthermore, the industry is set to create over **1.2 million U.S. jobs** in 2023, almost entirely recovering the jobs lost due to COVID-19.

DRIVING FORCES BEHIND THE GROWTH

One of the key drivers behind the growth of North American hospitality and tourism industries is changing consumer preferences. As the world navigated through the challenges of the COVID-19 pandemic, travelers sought ways to bridge the gap between the comforts of home and full-service hotels. This led to a significant increase in the demand for extended-stay hotels, which offer more spacious and home-like accommodations.

Extended-stay hotels have become particularly popular in areas that include universities, hospitals, military bases, airports, all-season resorts, and dense corporate and industrial areas. These properties, typically catering to guests staying for five or more nights, have been in high demand for travelers, nurses, first responders, and the military during the pandemic.

This segment of the hospitality industry is considered under-serviced in Canada, but it has achieved significant premiums and margins even before the pandemic. According to experts, extended-stay hotels tend to be strong cash flow assets for property owners, with profit margins surpassing those of many other hotel segments.

As travel restrictions were imposed during the pandemic, extended-stay hotels remained resilient and performed well. A substantial number of new hotel developments in Canada are focused on extended-stay properties, reflecting the investor interest in this segment. These properties are designed to offer cost-conscious rates and additional living space, and they do not require the same level of staffing as full-service hotels.

Innovations in the extended-stay hotel sector have led to the launch of branded extended-stay offerings, such as Apartments by Marriott Bonvoy, which cater to the growing demand for travelers seeking a blend of work and leisure. The appeal of extended-stay hotels lies not only in their cost-effectiveness but also in their ability to address the industry's labor shortages.

Overall, the growth of the hospitality and tourism industry in the United States and Canada is being driven by a combination of factors, including changing consumer preferences, economic recovery, and innovative accommodation options, such as extended-stay hotels. This growth indicates the industry's resilience and adaptability, ensuring that it continues to be a vital contributor to the economic well-being of both countries.



Impact of Seasonal Demand Fluctuations on the Hospitality and Tourism Industry

Seasonal fluctuations play a crucial role in shaping the dynamics of the hospitality and tourism industry in the United States and Canada. Various factors, including climate, business cycles, travel costs, sociodemographic characteristics, and different segments of the tourism market, drive these fluctuations. The consequences of these fluctuations are multifaceted and impact various segments of the industry differently.

EXAMPLES OF SEASONAL FLUCTUATIONS IN DIFFERENT SEGMENTS: *HOTELS*



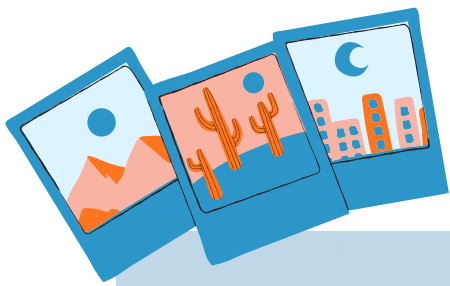
Seasonal demand variations have a profound impact on hotels, influencing their operational and financial performance. Hotels often need help optimizing their resources during off-peak seasons, leading to underutilizing capital assets. As a result, metrics like occupancy rates, average daily rates, and revenues per available room fluctuate significantly. For instance, during the peak season, hotels experience high occupancy rates, allowing them to charge premium prices. However, during off-peak times, hotels may need help to fill rooms, leading to lower profitability. These fluctuations can also affect a hotel's ability to offer consistent services, impacting customer satisfaction.



"Underutilization of capital assets in off-peak seasons has been generally recognized as an obstacle to operational and financial performance. Hotel capacity designed to meet peak demand is not sufficiently utilized in off-peak seasons, resulting in poor financial performance."

"Influence of Tourism Seasonality and Financial Ratios on Hotels' Exit Risk" from *Journal of Hospitality and Tourism Research* (2021)

<https://journals.sagepub.com/doi/full/10.1177/10963480211016038>



EXAMPLES OF SEASONAL FLUCTUATIONS IN DIFFERENT SEGMENTS:

THEME PARKS

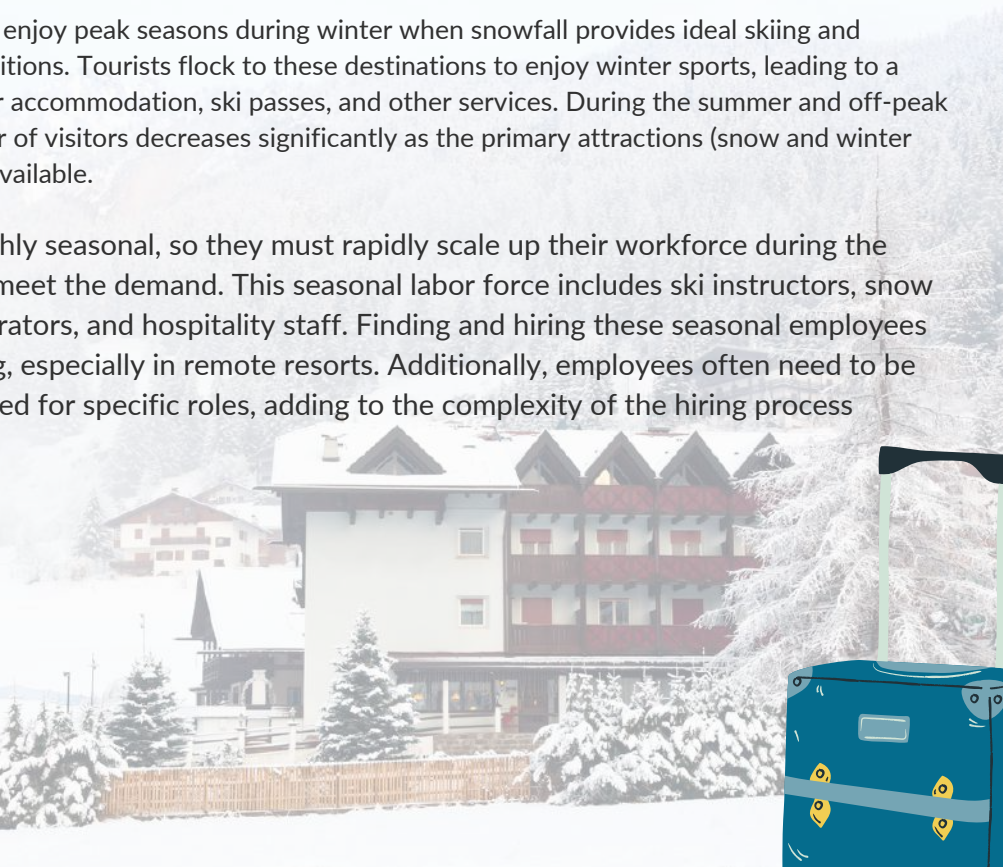
Theme parks also experience significant fluctuations in visitor numbers throughout the year. In North America, for instance, theme parks often see a surge in attendance during the summer months when families go on vacation. During the winter, these parks may experience lower footfall due to the weather, which can limit the operation of outdoor attractions. Theme parks must adapt their schedules, staffing, and promotions to accommodate these seasonal changes and maintain customer satisfaction.

"When people are down, they'll see potentially longer waits to get into restaurants, for example... Or restaurants that are no longer open seven days a week – they're open six or five days. Or restaurants that used to serve lunch and dinner that only serve dinner." (WBUR)

SKI RESORTS

Ski resorts typically enjoy peak seasons during winter when snowfall provides ideal skiing and snowboarding conditions. Tourists flock to these destinations to enjoy winter sports, leading to a surge in demand for accommodation, ski passes, and other services. During the summer and off-peak months, the number of visitors decreases significantly as the primary attractions (snow and winter sports) become unavailable.

Ski resorts are highly seasonal, so they must rapidly scale up their workforce during the winter season to meet the demand. This seasonal labor force includes ski instructors, snow groomers, lift operators, and hospitality staff. Finding and hiring these seasonal employees can be challenging, especially in remote resorts. Additionally, employees often need to be trained and certified for specific roles, adding to the complexity of the hiring process



Meeting the Workforce Challenge During Peak Seasons

The hospitality and tourism industry encounters substantial workforce challenges during peak seasons, where surges in demand put the industry to the test. This section explores the multifaceted impact of these seasonal fluctuations on the industry.

Hiring Seasonal Workers: A Daunting Task

Sudden spikes in demand during peak seasons create a demanding environment for the industry, where hiring and retaining seasonal employees becomes a formidable challenge. These seasonal workers are essential to ensuring that establishments, from hotels to restaurants, can meet the heightened demand effectively.

Staff Shortages Across the Industry: One of the most pronounced issues during peak seasons is the shortage of seasonal employees, affecting various facets of the industry. This shortfall can lead to extended wait times, reduced operating hours, and even alterations in the services offered, all due to the need for more staff.

Relying on Foreign Workers: Regions like "The Cape" traditionally depend on foreign workers to staff hotels, restaurants, and other businesses during the bustling tourist season. However, the area has yet to witness a full recovery to pre-pandemic numbers of some temporary visas. For instance, before the pandemic, "The Cape" hosted approximately 5,000 workers on J1 visas in the summer. This summer, the region has less than half that number, revealing the persistent workforce challenges even after the pandemic's disruptions. (Source: WBUR)

High Visitor Spending and Changing Demographics

The hospitality and tourism industry is poised for a vibrant summer season, particularly in regions of the United States and Canada that offer diverse attractions, including performing arts venues. As pandemic restrictions have eased and performing arts venues returned to packed schedules, these regions are witnessing a resurgence in tourism, signified by a substantial bounce-back in visitor spending over the past two years, as seen in places like the Berkshires.

Diverse Demographics: An exciting development is the changing demographics of visitors. The industry is no longer limited to the typical baby boomers and Gen X travelers; it now welcomes millennials and even younger Gen Z visitors. This demographic shift presents opportunities and challenges, requiring the sector to adapt to the preferences and needs of these newer generations.

The Housing Crisis Exacerbates Workforce Challenges

In specific tourist destinations, the ongoing housing crisis further complicates the industry's workforce challenges. Seasonal workers, crucial during peak seasons, often struggle to secure affordable housing. The pandemic has only intensified this problem, with rental properties converting into short-term accommodations, diminishing the availability of long-term housing options for workers.

Meeting the Workforce Challenge During Peak Seasons

The Comprehensive Workforce Challenge: As the industry prepares to welcome an evolving array of visitors, it grapples with the persistent workforce and housing challenges. The shortage of seasonal workers remains a concern, especially in tourist vacation regions. Effectively addressing these challenges means not only increasing hiring but also providing affordable housing, facilitating temporary visas, and ensuring adequate support systems for the workforce.

In Summary: Adapting for Sustained Success

Seasonal demand fluctuations impact various hospitality and tourism industry segments, from hotels to theme parks. Coping with these challenges underscores the need for effective management strategies and adaptive solutions to uphold high-quality services and ensure customer satisfaction.

Our Thoughts

The complexities of these challenges and fluctuations resonate within the United States and Canada, making their effective management crucial for the industry's continued growth and prosperity.

As we learn more about the delicate balance between increasing demand with labor and housing constraints, officials and business leaders should remain optimistic about maintaining robust visitor numbers. Yet, they should also acknowledge the need to proactively address workforce and housing challenges. Strategies that support the industry's growth and the well-being of its seasonal workforce are imperative to ensure a flourishing and sustainable tourism sector in these areas.

As the industry evolves in response to changing tourism dynamics, prioritizing strategies that benefit visitors and the workforce is pivotal. By doing so, the sector will be better equipped to meet the workforce challenges presented by peak seasons, ensuring a successful and sustainable future.



The Crucial Role of Workforce Management in the Hospitality and Tourism Industry

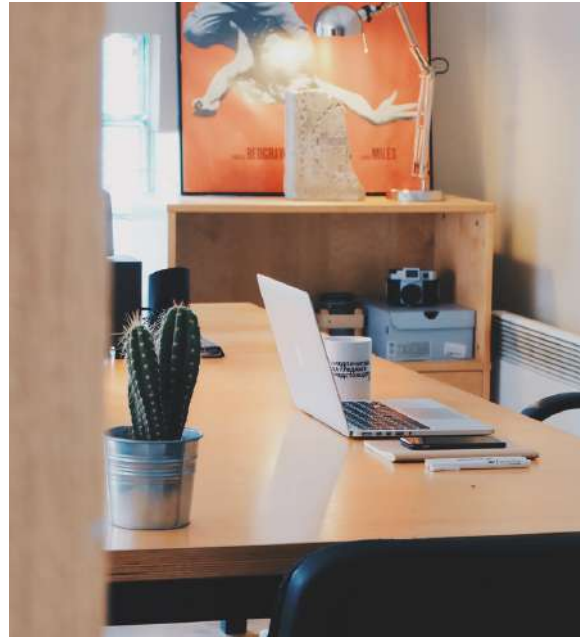


With its seasonal fluctuations and dynamic demand patterns, the hospitality and tourism sector has undergone significant challenges that demand innovative solutions to address labor shortages and increased operational costs. While the importance of a robust workforce management strategy was evident, recent developments and trends in the industry have further highlighted its essential role in navigating these challenges.

Understanding the Workforce Landscape

A deep dive into the workforce landscape of the hospitality and tourism industry reveals the complexity of the labor issues faced by the sector. The industry is characterized by a substantial demand for skilled employees, particularly during peak seasons when regions like Cape Cod, Virginia, and British Columbia experience an influx of visitors.

As the "Staff Shortages" report by World Travel & Tourism Council indicates, regions like Virginia, U.S., have witnessed substantial visitor spending growth, surpassing pre-pandemic levels. While this recovery is positive for the industry, it has brought the issue of a workforce shortage to the forefront. As the demand for lodgings and services surges, the number of nights spent in hotels and other accommodations increases, making it clear that the industry needs to bridge the labor gap.



In British Columbia, the hotel industry has also grappled with labor shortages and increased costs. The workforce is crucial to the industry's prosperity, and finding the right people to meet operational demands has become a priority. The significance of an adequate labor force is underscored by the fact that some venues, like Caesars, Virginia, are already drawing 10,000 visitors per week, further accentuating the industry's need for efficient labor management.

INNOVATIVE SOLUTIONS FOR LABOR SHORTAGES

The hospitality and tourism industry has begun to embrace innovative solutions to address labor shortages, which underscore workforce management's indispensable role.



TECHNOLOGY-DRIVEN WORKFORCE SOLUTIONS:

Automation and technology-driven solutions have made inroads into the industry to help address staffing challenges. Technology optimizes scheduling, allocates labor resources efficiently, and streamlines routine administrative tasks. For example, according to PYMNTS, automation is stepping in to fill hospitality service staff shortages and providing reliable labor support. This not only improves service quality but also helps control labor costs.

INNOVATIVE STAFFING MODELS:

In response to the labor shortages, the industry is exploring new staffing models. Some businesses hire based on an applicant's attitude and demeanor rather than experience, believing that the right mindset can make up for a lack of experience. The focus has shifted from experience to personality, which efficient workforce management systems can facilitate.



STRATEGIC HR AND WORKFORCE MANAGEMENT SOFTWARE:

Workforce management software solutions are leveraged to optimize staff performance. These solutions help manage workforce capacity while minimizing labor costs, a practice made more critical by labor shortages. According to McKinsey, strategic HR practices and workforce management systems are essential to address hotel staffing shortages. This approach allows operators to assess workforce needs better and facilitate more informed staffing decisions.



INNOVATIVE SOLUTIONS FOR LABOR SHORTAGES

ROBUST LABOR ANALYTICS:

Labor analytics is increasingly becoming integral in labor management. Implementing advanced algorithms enables industry players to make data-driven staffing decisions, minimizing the potential for overstaffing during peak seasons and optimizing service during slower periods. According to WTTC, analytics-driven labor solutions are crucial for efficiently allocating labor resources.



Connecting the Dots

The connection between efficient workforce management and addressing industry-specific challenges is undeniable. Workforce management software and innovative staffing models have become pivotal in optimizing the labor force, reducing administrative costs, and enabling strategic HR. These solutions respond to the ongoing labor shortages and increased operational costs in the industry.

In conclusion, the role of workforce management in the hospitality and tourism industry must be considered. As the industry faces a surge in demand and labor shortages, workforce management solutions have emerged as critical enablers of operational efficiency, cost control, and strategic HR. The industry's ability to adapt to these innovative solutions will ensure its continued growth and success, regardless of the seasonal fluctuations and dynamic challenges it encounters. A strong labor management strategy is a linchpin in the industry's continued evolution and ability to meet its guests' needs effectively.



DID YOU KNOW

McKinsey research suggests that effective implementation of labor analytics by hospitality managers can lead to a reduction of 8 percent to 10 percent in labor expenditures.



CHALLENGES IN MANAGING THE HOSPITALITY WORKFORCE

In recent years, the hospitality industry has grappled with various complex challenges, ranging from labor shortages to the imperative of fostering a more inclusive workforce. These issues necessitate a dynamic and adaptable mindset within the industry to effectively address the changing landscape of tourism and hospitality. For example, managing a diverse and engaged workforce has become an intricate and demanding endeavor. This section explores the complexities faced by businesses operating in these industries as they strive to meet the evolving demands of a dynamic customer base.

EMPLOYEE TURNOVER

Employee turnover has become endemic in the hospitality sector, casting a shadow on operational efficiency and compromising the quality of service extended to short-term rental guests. A medley of factors contributes to the persistently high turnover rates in the hospitality industry, with low pay as a prominent culprit.

Despite the strenuous nature of hospitality roles, many employees receive compensation that inadequately reflects their unwavering efforts, coupled with long and often irregular working hours—this financial facet, alongside the seasonal nature of many hospitality positions, fosters job insecurity.

IMPLICATIONS OF HIGH TURNOVER RATES

One of the pressing challenges plaguing the hospitality and tourism sectors is the high employee turnover rate. Attrition, in particular, poses a significant threat to operational stability in these industries. High employee turnover disrupts the workplace and places a considerable strain on resources and efforts.

In the context of the hospitality industry, where employees serve as the face of the brand and have direct interactions with customers, the impact of turnover is even more pronounced. Consider the following statistics regarding turnover rates:

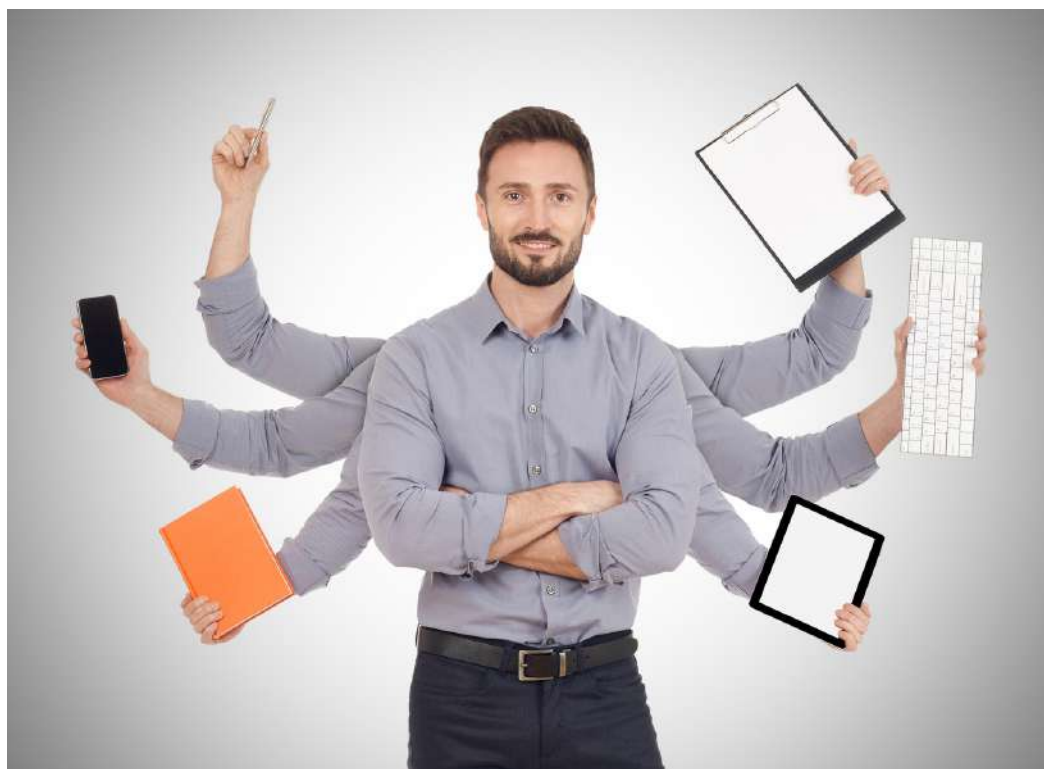
- In 2022, the turnover rate in the hospitality sector was a staggering **82%**.
- This marked the third consecutive year where turnover rates exceeded **80%**.
- In the same year, total turnover across all industries was estimated at approximately **47%**.
- Hospitality attrition has steadily risen since 2010, when it hit a cyclical low of **56.4%**.
- The average cost to replace an hourly employee in the hospitality industry is approximately **\$5,864**, nearly **35% higher** than the **\$4,129** average.

While factors like varied schedules and low pay rates contribute to these staggering statistics, it's crucial to acknowledge that ineffective management often significantly drives employees to leave their positions. Stress levels are typically high among employees in service-oriented industries, and when combined with suboptimal decision-making by managers, it exacerbates the issue of high turnover.

DIFFICULTIES RECRUITING AND RETAINING SKILLED EMPLOYEES

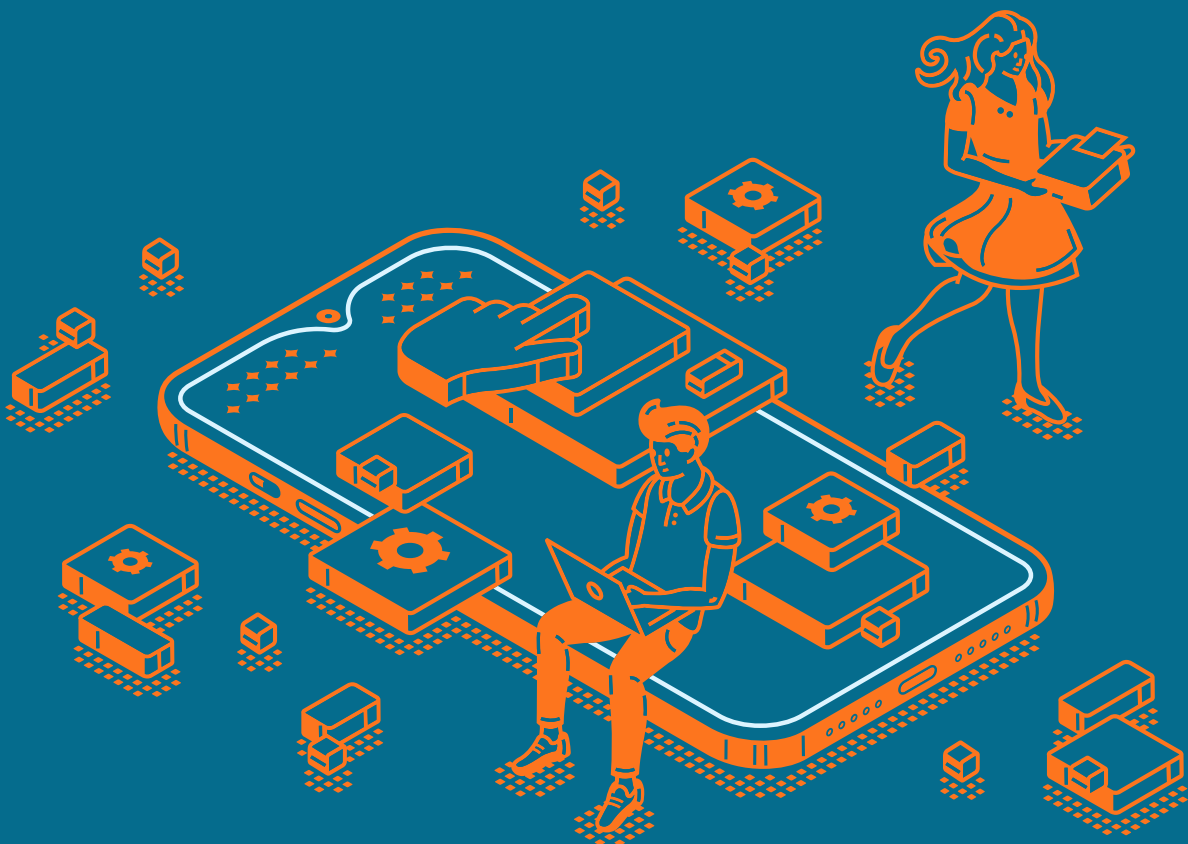
In addition to attrition, the hospitality and tourism sectors need help recruiting and retaining skilled employees. High turnover rates create a constant demand for new talent, but finding candidates with the necessary skills to succeed in even entry-level positions has become increasingly challenging.

The hospitality industry must adapt its recruiting strategies to ensure a steady influx of capable employees. Before extending job offers, organizations can leverage feedback platforms to gauge the effectiveness of their recruiting messages, processes, and procedures. Such data-driven insights can help employers continuously refine their recruiting systems and ensure they are as effective as possible in attracting and retaining skilled employees.

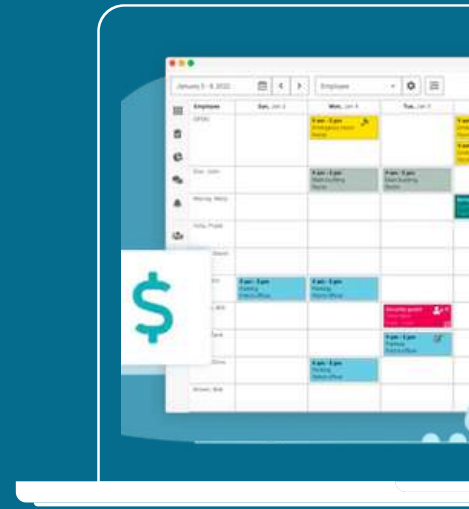


OPTIMIZING WORKFORCE MANAGEMENT WITH CELAYIX: WHERE EFFICIENCY MEETS HOSPITALITY AND TOURISM

i There's an essential need for efficient workforce management. Think of orchestrating schedules, navigating industry regulations, and ensuring your workforce's needs are met with finesse. Celayix steps in as a transformative solution that's revolutionizing the way businesses operate, making processes smoother and more efficient. This section explores the core problems and solutions Celayix addresses within the industry, focusing on streamlining scheduling, reducing overtime costs, minimizing errors and time fraud, and fostering flexibility.



STREAMLINING **SCHEDULING** FOR VARIABLE STAFFING DEMANDS IN HOSPITALITY AND TOURISM INDUSTRY



Helping Hospitality Businesses for Over 20 Years

**SIMPLIFY YOUR
 WORKFORCE
 MANAGEMENT
 TODAY**

Why Celayix?

✔ TRUSTED BY INDUSTRY LEADERS

With over 20 years of experience, our team of experts is dedicated to delivering exceptional results that drive business growth.

✔ Create and send schedules in minutes

Generate weekly or monthly schedules with the shift types you need. All schedules follow rules that fit your policies, contracts and objectives.

✔ End of All-In-One Compromises for Hospitality Providers

We will give you the All-in-One system with Best-of-Breed functionality. Our integrated solutions make sure that 100% of your workforce management requirements are met.

ROSTER-BASED PRICING FOR UNPREDICTABLE TIMES:



In the fast-paced world of hospitality, managing staff rosters efficiently is critical to operational success. We recognize the complexity of this task, especially when dealing with variables such as employee availability, skillsets, and fluctuating shifts. To address these challenges, We employ roster-based pricing—a feature designed to offer financial flexibility and effective management during seasonal or uncertain demand.

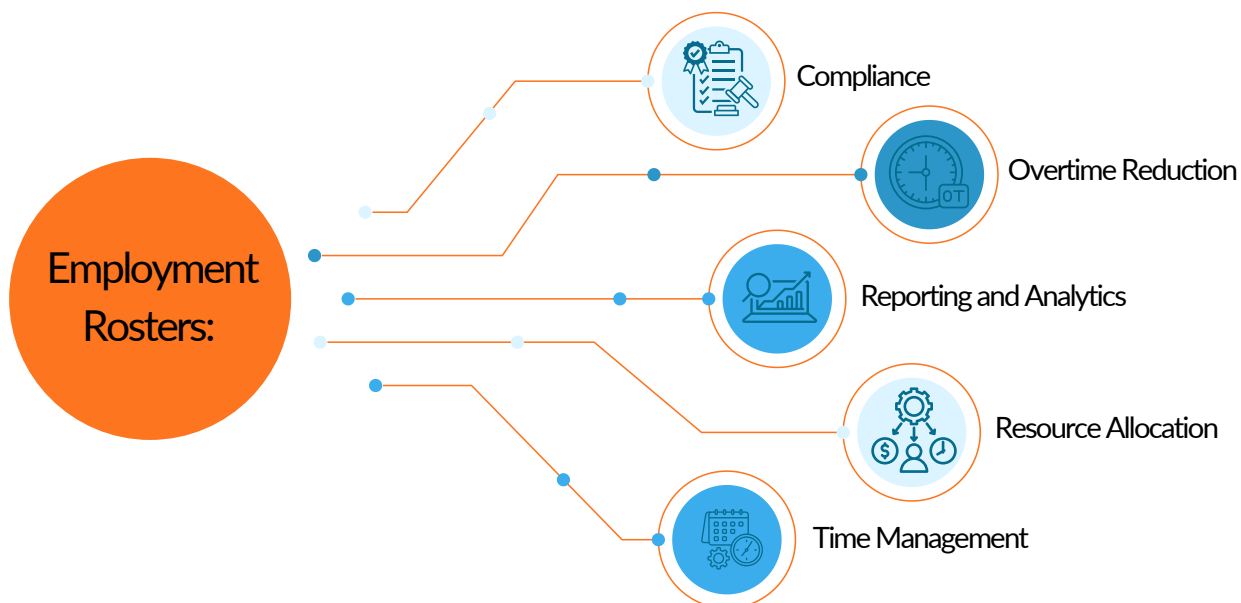


Staff rostering software is a powerful tool that streamlines the creation and management of staff schedules. Celayix takes advantage of a rules-based engine and artificial intelligence to assist schedulers in this intricate process, significantly reducing the time it takes to create comprehensive and effective staff rosters.



The Significance of Employment Rosters:

Employment rosters, also known as work schedules or staff schedules, play a crucial role in efficiently allocating human resources, time management, and compliance within an organization. Celayix recognizes the importance of these rosters in achieving the following:



THE SIGNIFICANCE OF EMPLOYMENT ROSTERS

COMPLIANCE

Our time and attendance feature aids organizations in complying with labor laws and union agreements. By meticulously tracking working hours, breaks, and rest periods, the software ensures adherence to legal requirements, reducing the risk of compliance-related issues.

OVERTIME REDUCTION

Celayix takes a proactive approach to overtime reduction. Rosters enables the creation of rules that alert managers whenever an employee is scheduled for overtime. Furthermore, it lists qualified employees who will not incur overtime for a given shift. By implementing such rules, Celayix has helped companies save substantial overtime costs.

REPORTING AND ANALYTICS

Including reporting and analytics features adds value to Celayix's staff rostering software. The software equips managers with valuable insights by generating reports on employee hours, labor costs, and other essential metrics. This information allows for informed decision-making, optimizing staffing levels, improving efficiency, and reducing costs.

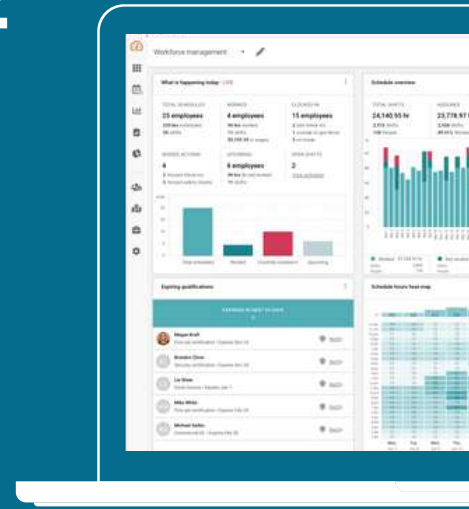
RESOURCE ALLOCATION

Employment rosters facilitate the efficient allocation of human resources, ensuring the right number of employees with the required skills are available during peak work hours. This minimizes the challenges of overstaffing or understaffing. Automated scheduling stands out as a vital feature, leveraging the power of the software to create schedules based on various factors such as employee availability, skillsets, and workload. Celayix provides schedulers with tools like autofill, artificial intelligence, self-scheduling, and shift bidding to automate and streamline the scheduling process.

TIME MANAGEMENT

By helping employees plan their work hours, employment rosters contribute to improved work-life balance and reduced stress. The predictability of schedules enhances overall time management for both employees and managers. Employee self-service is crucial, enabling team members to view schedules, request time off, and make availability changes remotely. This feature fosters improved communication and collaboration while reducing the managerial workload. Additionally, we offer the option for self-scheduling, empowering employees to have a say in their work hours.

EFFICIENT SCHEDULE CREATION, COMMUNICATION, AND STREAMLINED PAYROLL MANAGEMENT:



Caesars Entertainment

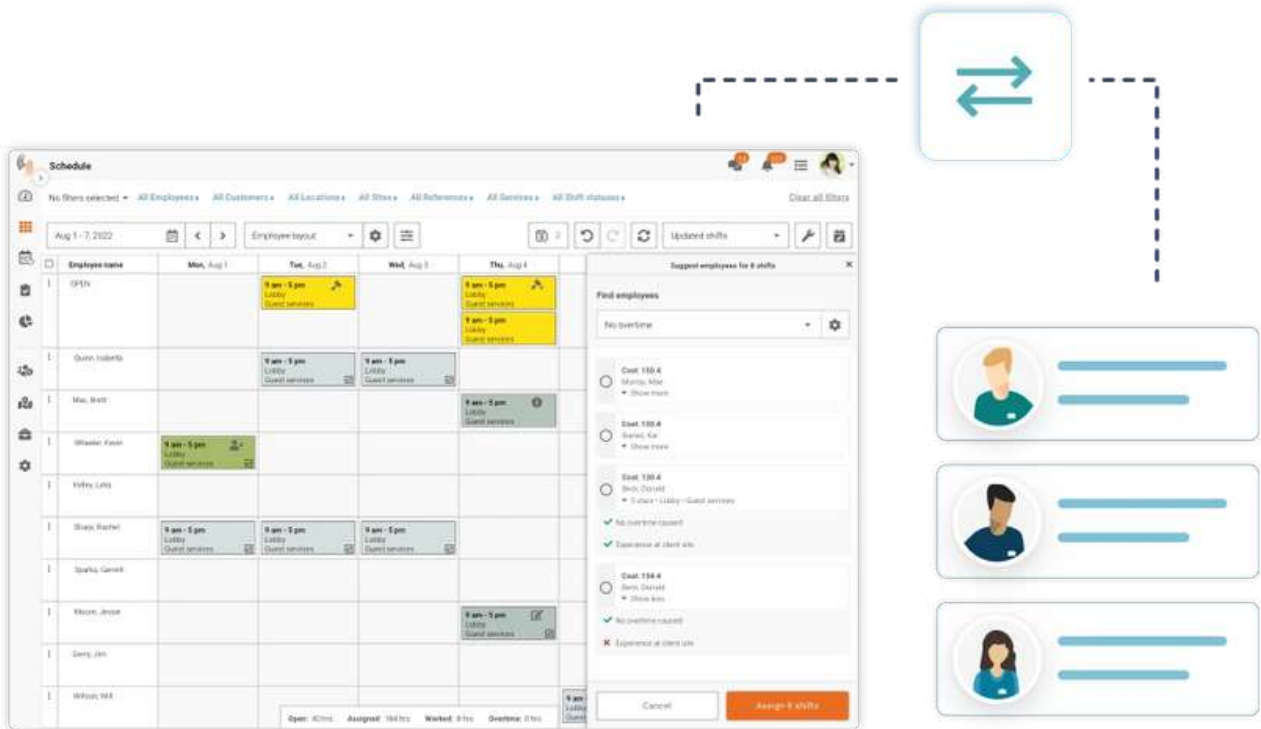
We use Celayix for all our extra shift bookings for multiple properties in the city. The system is easy to use and the Customer Support team offers quick resolutions. I highly recommend them!

Shanna Rigby, Scheduling Manager, [Caesars Entertainment](#)

EFFICIENT SCHEDULE CREATION, COMMUNICATION, AND STREAMLINED PAYROLL MANAGEMENT:

The platform offers a seamless solution for generating weekly or monthly schedules that align with organizational rules, ensuring that only qualified and available employees are assigned. This meticulous approach guarantees the delivery of top-notch service levels to customers.

Celayix's efficient scheduling process goes hand in hand with instant communication between management and employees, establishing a well-connected workforce through its mobile app. This ensures that everyone stays informed and engaged, fostering a collaborative environment within the hospitality setting.



HANDLING LAST-MINUTE CHANGES



The hospitality industry often grapples with the challenges of last-minute schedule changes due to unexpected no-shows or sudden sick calls. In response to these common predicaments, employers and managers can employ strategic approaches to manage such changes effectively.

USE OF CENTRALIZED EMPLOYEE SCHEDULE



Centralization is key when it comes to managing last-minute scheduling changes. Celayix provides a centralized employee schedule that prevents overlaps and facilitates communication regarding schedule modifications. This centralized approach ensures that employers and employees are on the same page, enhancing the ability to make quick and informed decisions.

EFFICIENT SCHEDULE CREATION, COMMUNICATION, AND STREAMLINED PAYROLL MANAGEMENT:

CREATE A STANDBY POOL

Creating a standby pool of flexible employees becomes a practical solution to address unexpected gaps in the workforce. Celayix's "find replacement" feature automates this process by identifying the best-fit employee to replace any last-minute changes. This feature considers availability and qualifications, ensuring a seamless replacement process.

LET EMPLOYEES INPUT THEIR AVAILABILITY

Empowering employees to input their availability serves a dual purpose in easing schedule changes. It reduces the likelihood of absenteeism and no-shows and provides schedulers with valuable information on available staff for last-minute shifts. Celayix's user-friendly option allows employees to submit their availability, aiding in building an optimum schedule.



AUTOMATED NOTIFICATIONS

Automation is a powerful tool for managing scheduling changes. Celayix's automated employee scheduler sends notifications to anyone impacted by a schedule change, ensuring that employees are promptly informed. These notifications, including shift reminders, reduce absenteeism and improve schedule adherence.

Efficiently managing last-minute changes, when coupled with advanced scheduling tools like Celayix, transforms what could be a stressful situation into a streamlined process. While schedule changes are inevitable in the hospitality industry, employing the right tools and software minimizes the impact on operations.

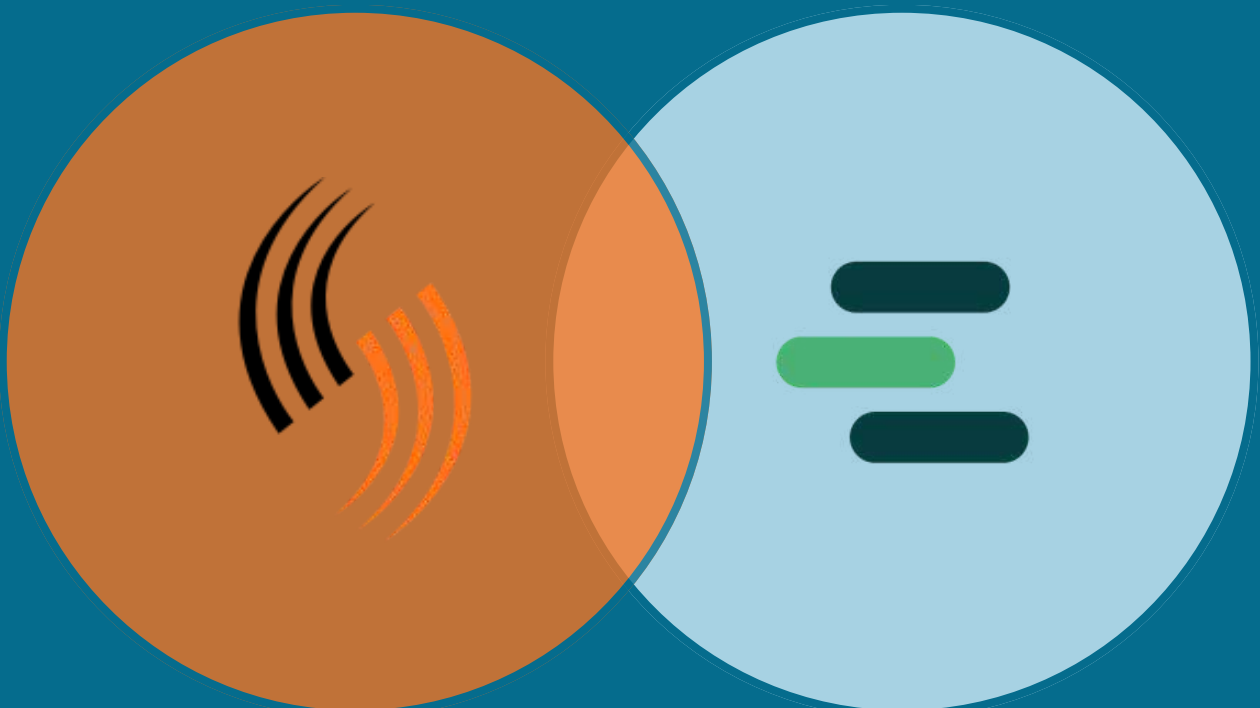
FEATURE: EVENTION LLC AND CELAYIX PARTNERSHIP

Recognizing the complexities in payroll management within the hospitality industry, Evention LLC and Celayix's strategic partnership addresses a longstanding challenge in the hospitality sector. Manual data entry errors, disjointed systems, and intricate payroll processes have long plagued the industry, leading to inefficiencies.

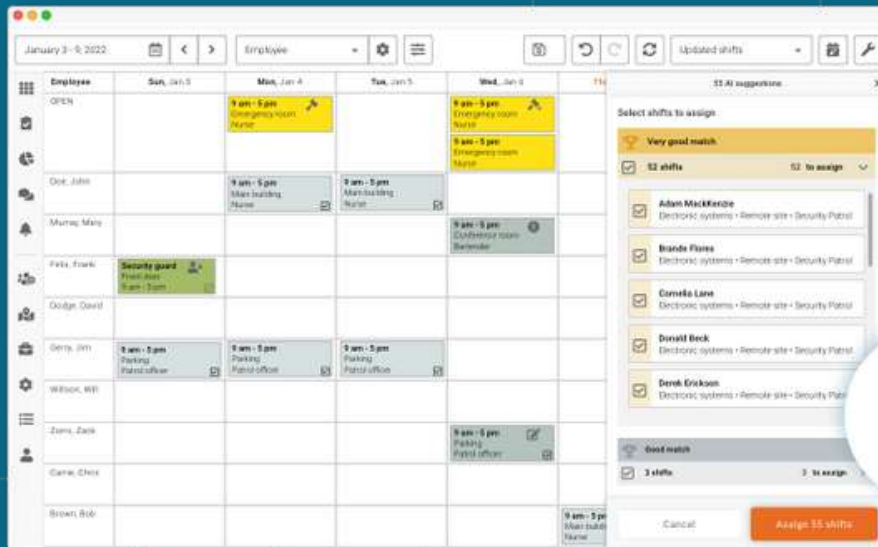
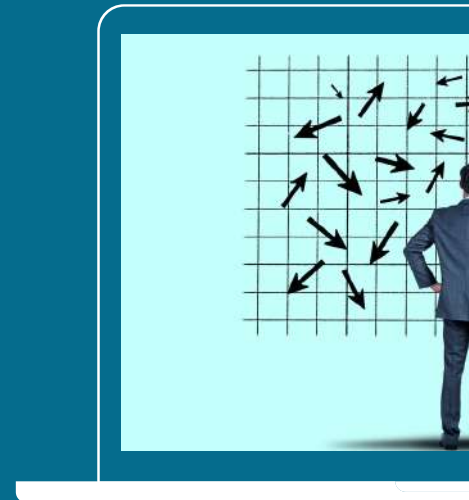
This groundbreaking collaboration integrates Celayix's scheduling solutions with Evention's Tips+Gratuities software, presenting a holistic approach to associate gratuity management. The partnership addresses longstanding challenges by leveraging Microsoft Azure's robust cloud platform, enhancing efficiency and accuracy in payroll processing, and shortening billing cycles.

The direct integration of Celayix schedules with Evention's gratuity calculation and distribution automation streamlines the entire process, providing clients with a seamless flow from scheduling to paycheck distribution. This integrated solution offers unparalleled value to customers, combining Celayix's workforce management expertise with Evention's gratuity software solution.

The partnership's reliance on Microsoft Azure ensures seamless communication and integration through bridging web services, eliminating concerns about additional IT setup requirements. The Celayix and Evention partnership encapsulates a commitment to innovation and excellence in the hospitality industry. By combining workforce management expertise with gratuity software solutions, the collaboration promises unparalleled value for clients, ultimately contributing to streamlined operations and heightened success in the dynamic world of hospitality and tourism.



ENSURING FAIR SCHEDULING PRACTICES AS A SOLUTION TO UNPREDICTIVE SCHEDULING WOES



ENSURING FAIR SCHEDULING PRACTICES AS A SOLUTION TO UNPREDICTIVE SCHEDULING WOES

UNPREDICTIVE SCHEDULING CHALLENGES

The hospitality and tourism industry is notorious for its irregular scheduling and last-minute changes, creating a nightmare for workers.

Despite essential workers being celebrated during the pandemic, research shows that schedule instability has yet to see much improvement over the past two years, particularly affecting workers of color and women of color. The prevalence of on-call shifts, last-minute changes, and “clopenings” (consecutive closing and opening shifts) has remained, contributing to job dissatisfaction, financial instability, and disrupted work-life balance.

The hospitality industry faces a significant challenge with unpredictable scheduling practices, with North American hospitality workers experiencing high turnover rates. The Bureau of Labor Statistics reports a 130.7% turnover rate in the hospitality industry in 2020, emphasizing the detrimental impact of unpredictable scheduling.



IMPACT ON WORKERS AND FAMILIES

Unpredictable schedules profoundly affect workers’ lives. Irregular work schedules impact workers’ health, well-being, and even children’s sleep schedules and school attendance. The Shift Project’s research reveals that racial inequality in schedule notice widened during the pandemic, with workers of color more likely to experience last-minute changes and work on call.

CNN’s article on unpredictable schedules gives a glimpse of how inconsistent schedules impact employees. Last-minute calls for shift coverage, even on days off, often create childcare challenges and pressure to accept shifts. Employees often find relief in securing a steady schedule, emphasizing the positive impact on confidence, comfort, and overall well-being.

ENSURING FAIR SCHEDULING PRACTICES AS A SOLUTION TO UNPREDICTIVE SCHEDULING WOES

LEGISLATIVE RESPONSES: FAIR WORKWEEK LAWS

Several cities and states have enacted fair workweek laws to increase schedule predictability in response to the challenges posed by erratic scheduling. Laws in San Francisco, New York City, Seattle, Chicago, Washington, D.C., Oregon, and New Hampshire aim to address racial inequalities in scheduling and provide workers with advance notice and fair treatment.

JUST-IN-TIME SCHEDULING AND ITS PITFALLS

The use of “just-in-time” scheduling software, driven by algorithms to match labor supply with real-time demand, contributes to the unpredictability of scheduling. While seemingly efficient for businesses, these practices negatively impact employees, leading to dissatisfaction, financial instability, and disrupted work-life balance.

THE NEED FOR FAIR SCHEDULING

To address the inequity created by just-in-time scheduling practices, fair scheduling emerges as a crucial solution. Fair scheduling, or secure or predictable scheduling, involves legislation that mandates scheduling methods to safeguard shift employees in the hospitality and retail industries. Key provisions include advance notice of schedules, predictability pay for changes or cancellations, minimum hours between shifts, and employee rights to refuse or request shifts.



FAIR SCHEDULING WITH CELAYIX: THE ROLE OF AUTOMATION AND AI

Implementing fair scheduling practices requires a shift in approach, and technology plays a pivotal role in making this transition seamless. Celayix, a leading employee scheduling software, offers solutions that ensure fair scheduling in the hospitality industry. The platform utilizes automation and AI, particularly predictive analytics, to provide employees with peace of mind and proactively address fluctuations in demand.

Fair scheduling through platforms like Celayix significantly benefits employees and employers. Employees gain financial stability and the ability to plan their personal affairs confidently. Predictable schedules lead to more satisfied and well-rested staff, positively impacting the customer experience. Employers benefit from improved organization, reduced turnover rates, and a more productive workforce. Embracing fair scheduling not only complies with regulatory requirements but also fosters a positive work environment, contributing to the well-being of employees and the overall success of businesses in the hospitality sector. Key features include:



Good Faith Documentation

Celayix facilitates the distribution, monitoring, and finalization of documents with workers at all stages of the hiring process, ensuring transparency and compliance.



Forecasting Demand:

By integrating historical data, demand forecasts, and activity-based intelligence, Celayix enables employers to create schedules that consider precise work requirements weeks in advance.



Real-Time Alerts:

The platform provides real-time notifications of schedule changes and employee time-off requests, promoting effective communication and tracking.



Managing Last-Minute Changes:

Employers receive notifications when changes to a schedule are published that result in premium pay entitlements, ensuring compliance with fair scheduling regulations.



Scheduling at Least Two Weeks in Advance:

Celayix supports employers scheduling at least two weeks in advance, promoting employee stability and predictability.

HOSPITALITY SCHEDULING WITH CELAYIX: KEY FEATURES

GOOD FAITH DOCUMENTATION: ENSURING TRANSPARENCY AND COMPLIANCE

Celayix promotes transparency and compliance throughout the hiring process. The platform facilitates document distribution, monitoring, and finalization at all hiring stages. This ensures that employees have access to essential information, fostering an environment of trust and clear communication. Employers can seamlessly share documents such as employment contracts, policies, and onboarding materials. This feature streamlines the hiring process and contributes to legal compliance, creating a foundation for fair and transparent employment practices.

REAL-TIME ALERTS: EFFECTIVE COMMUNICATION AND TRACKING

Real-time communication is a cornerstone of efficient employee scheduling, and Celayix excels in this aspect. The platform provides instant notifications of schedule changes and employee time-off requests, ensuring that all stakeholders are promptly informed. This feature promotes effective communication within the team, minimizing misunderstandings and enhancing collaboration. Employers can track schedule modifications and time-off requests in real-time, allowing for quick responses and adjustments. This real-time visibility contributes to smoother operations and proactive decision-making.

FORECASTING DEMAND: PRECISION IN WORK REQUIREMENTS

Integrating historical data, demand forecasts, and activity-based intelligence sets Celayix apart in employee scheduling. Employers can leverage these insights to create schedules that precisely align with work requirements weeks in advance. By understanding past trends, predicting future demands, and factoring in specific activities that impact scheduling, Celayix empowers employers to optimize staffing levels efficiently. This proactive approach ensures that businesses are adequately prepared for varying workloads, minimizing overstaffing or understaffing issues and enhancing overall operational efficiency.

MANAGING LAST-MINUTE CHANGES: ENSURING COMPLIANCE

Celayix addresses the challenges posed by last-minute schedule changes, a common concern in the hospitality industry. Employers receive notifications when changes are published that trigger premium pay entitlements. This ensures compliance with fair scheduling regulations, providing transparency and fairness to employees. By automating the notification process, Celayix minimizes the risk of oversight and ensures that employers are aware of the financial implications of schedule adjustments. This feature aligns with the principles of fair scheduling, promoting equitable treatment of employees.

HOSPITALITY SCHEDULING WITH CELAYIX: KEY FEATURES

SCHEDULING AT LEAST TWO WEEKS IN ADVANCE: PROMOTING STABILITY AND PREDICTABILITY

Celayix actively supports employers in scheduling at least two weeks in advance, a crucial component of fair scheduling practices. By providing tools and features that streamline the scheduling process, Celayix enables employers to create stable and predictable schedules. This aligns with regulatory requirements and contributes to employee satisfaction and well-being. Employees benefit from knowing their schedules in advance, allowing them to plan personal commitments and maintain a healthy work-life balance. Celayix's commitment to promoting stability fosters a positive work environment and enhances operational efficiency.

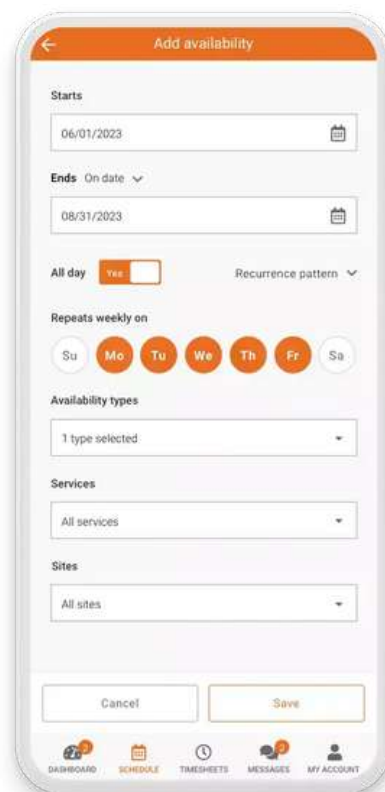
ADDITIONAL FEATURES: AUTOMATING LEAVE REQUESTS, BREAK ALERTS, AND SHIFT TEMPLATES

Celayix goes beyond the core scheduling functions by offering additional features that simplify workforce management. The platform automates leave requests, allowing employees to submit requests easily and providing employers with a streamlined process for approval or denial. For scenarios requiring entire staff presence, Celayix simplifies the process by automating the scheduling of blackout dates, eliminating the need for manual adjustments.

The platform also addresses the crucial aspect of employee well-being by incorporating break alerts. Celayix allows employers to set up break alerts, ensuring employees are reminded to take breaks even during peak seasons. This feature contributes to a healthier and more productive work environment, aligning with the broader goal of promoting employee satisfaction.

Finally, Celayix offers the convenience of creating and saving shift templates in advance. This feature is precious during busy periods, such as the holiday season. Employers can create templates that cover the shifts needed for peak times, streamlining the scheduling process. This saves time and ensures accuracy and consistency in scheduling, allowing more focus on customer service.

In essence, Celayix's comprehensive set of features addresses the intricacies of employee scheduling, providing a robust solution for businesses in the hospitality industry. The platform's commitment to transparency, compliance, and employee well-being positions it as a valuable tool in elevating operational standards and fostering success in a dynamic industry.



CUSTOMER EXPERIENCE KEY TO HOSPITALITY AND TOURISM

The customer experience has undergone a profound shift in the wake of the pandemic. Celayix recognizes the need for businesses to reimagine their offerings, ensuring cleanliness and stress-free environments. Integrating technology, such as workforce management software, becomes instrumental in streamlining operations, adhering to health protocols, and adapting to the new normal.

Operational agility becomes paramount as organizations face uncertainties on the road to recovery. Celayix advocates for an agile workforce and supply chain, emphasizing the importance of staffing flexibility and identifying alternative supply sources. Technology emerges as a key ally, alleviating operational burdens and promoting safety through innovations like thermal scanning, contactless technologies, and digital solutions for health monitoring.

The decisions made today will shape the future of the hospitality sector. Celayix encourages organizations to act decisively, adapting to the new normal, prioritizing investments strategically, and positioning themselves for agility. We at Celayix envision a future where the hospitality sector not only regains its footing but thrives with renewed confidence. Now is the time for businesses to leverage technology, embrace adaptability, and chart a course toward a prosperous and resilient future.



Concluding Remarks

As public health restrictions are gradually lifted, businesses in the hospitality industry are gearing up to recover from the seismic shock of lockdowns. The path to recovery, however, is fraught with challenges, necessitating a proactive response to the changed dynamics of consumer behavior and expectations.

Trust emerges as the linchpin for recovery, an essential element in rebuilding and thriving in the long term. Customers, wary of the lingering effects of the pandemic, seek reassurance that organizations are prioritizing their health and well-being. Celayix recognizes trust's pivotal role in this journey, not only in adhering to health guidelines but in actively engaging with consumers. By communicating transparently about safety measures and demonstrating commitment at every touchpoint, businesses can foster the trust needed to propel future growth and success.

Our economy thrives on trust and confidence among businesses and consumers. Celayix understands the multi-dimensional nature of recovery, encompassing physical safety, emotional support, digital security, and financial stability. Addressing these dimensions is crucial. Celayix is poised to assist organizations in this holistic approach, ensuring a comprehensive recovery experience.



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