



ThoughtWorks
SOFTWARE SOLUTIONS

ESP Version 5.2

Take the labor out of scheduling



If you're spending more than ninety minutes a week producing your weekly crew schedule, it's time for a change: Put ESP to work for you and you'll have your manager back on the floor in record time, all while saving up to one percent in labor cost. ThoughtWorks has been providing labor scheduling solutions to McDonald's for over twenty years. ESP is used in over 3,000 restaurants, in thirty countries and six languages.

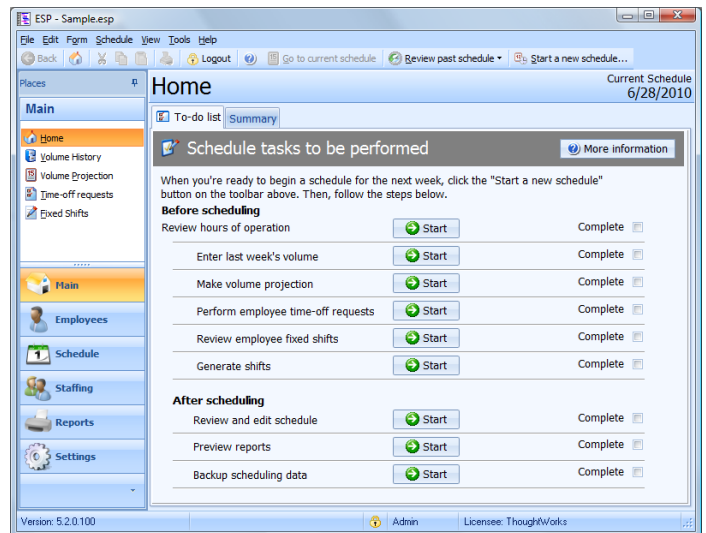
How to create a perfect schedule in record time

Producing your weekly schedule is as simple as following a checklist: You work from a *Schedule of tasks* ensuring that you:

- **Stay organized:** simply follow the tasks in order
- **Never miss a task:** check off each task when complete
- **Remain focused:** if interrupted you know exactly where you left off

Producing each week's schedule is a snap: First, project your sales, transactions and labor requirements: At the touch of a key, ESP calculates projections based on the last few weeks, last month, last year, or any combination thereof. Volume can be projected by the hour, half-hour or quarter-hour. Then, make your time-off requests. Once you've completed these two simple steps, ESP takes care of the rest.

ESP calculates a full weekly schedule, complete with employee names and job assignments, in less than five minutes. After that, your manager can review and adjust the schedule on-screen. Then the schedule goes on the wall, and your manager goes back on the floor. Total time from start to finish: Less than ninety minutes. And you can stop worrying about costly labor law violations. ESP ensures your schedules meet



all local labor regulations, so that you never break a labor law again.

Detailed reports mean better control

ESP's management reports give you the detailed information you need to operate at peak efficiency. A graphical **line-bar report** provides an excellent overview of shift coverage, while a separate **schedule listed by employee name** completely eliminates the chance of a missed shift. An **on-call report** helps you find replacements for sick or no-show employees. Also included are a **break report**, a full **labor analysis**, and a summary report that details your sales, labor cost, labor percent and more. Print your reports as often as you like. Of course, you can even preview all reports on-screen, printing only when the schedule is complete.

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Computers don't take coffee breaks

ESP considers hundreds of variables when producing a schedule: Shift lengths, staffing requirements, employee availabilities and job qualifications, minimum and maximum hours, labor laws, job and shift rotation, just to name a few. And the job is handled better and faster than it could be by the most organized manager: Just a few minutes a week is all that it takes to keep ESP's information files updated. And it never misses a trick or forgets that Julie wants the third Thursday in May off. You can even tell ESP to give preference to lower-cost crew: This feature alone can save you thousands of dollars a year.

Employees actually prefer a computer schedule: Site surveys reveal that employees find that the computer schedule is fairer and less likely to be influenced by favoritism.

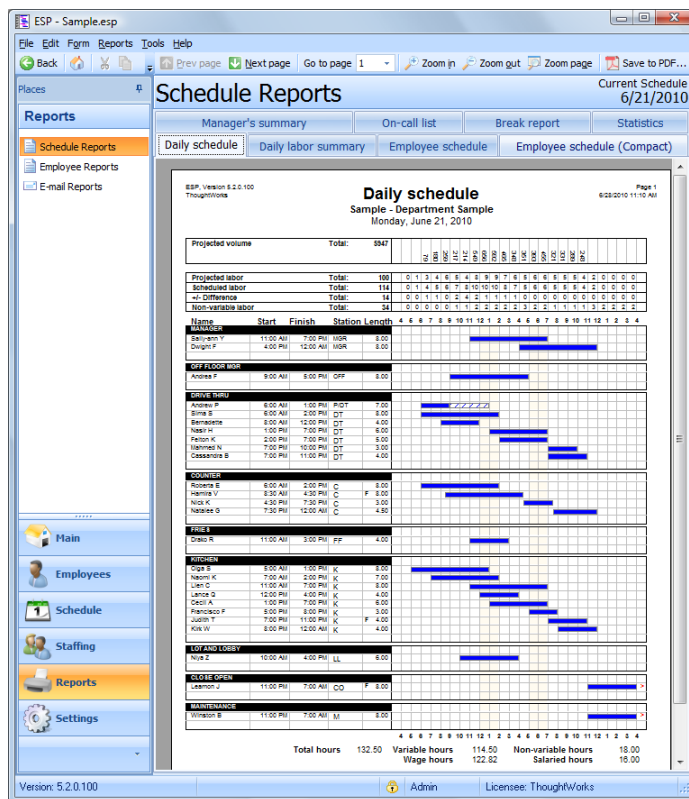
We schedule the way you do

ESP is based on the same procedures you follow by hand. An easy-to-follow, thorough training guide makes ESP simple to learn, and on-line help is available at the touch of a key.

Put us to work for you...for free!

We're so confident that ESP will save you thousands of dollars and hundreds of management hours that you can test it for free for up to sixty days in your store. We'll send you a fully-functioning trial copy of our software at no charge, along with all the information you need to get started. Use our toll-free support line any time you have a question, and try it in your operation for two months: If you're not convinced at the end of the trial period, just send it back. But we think you'll want to keep it.

You have nothing to lose, and a more efficient operation to gain. Contact us today.



BENEFITS

- ✓ Save hours of management time per week
- ✓ Save up to one percent in labor costs
- ✓ Avoid labor law conflicts
- ✓ Avoid missed shifts
- ✓ Improve employee morale
- ✓ Increase scheduling accuracy
- ✓ Reduce extra employee benefit costs
- ✓ Replace sick or no-show crew easily

FEATURES

- ✓ Schedules fixed and variable labor hours
- ✓ Sales projections at the touch of a key
- ✓ User-defined staffing requirements and shift lengths
- ✓ User-defined employee skill levels and task abilities
- ✓ Graphical editing screen for schedule touch-ups

