

Traffic Count and Labor Scheduling

In most operations it is useful track Customer Traffic per hour for each day of the week, and sometimes also for the different seasons. We define Traffic Counts, as customers that come into the store during each hour in the day. Labor should then be scheduled accordingly. We do this by dividing the number of customers that visited us in each hour, by the number of staff man hours we had in the store in that hour. So if we have 3 staff, and there were 14 customers between 9:00am and 10:00 on Monday, we have a total of 3 man hours, or $3 \times 60 = 180$ Labor minutes.

This gives us an average man minutes per customer of: $180/14 = 12.8$ minutes per customer. This allows the Owner to see if it is too much labor, or maybe too little, or just right. It also allows the owner to compare between days of the week, and hours in the day, and to design his labor around the times when customers come in. You should never be afraid to engineer hours around the CLIENT. It is OK to have people come in for 2-4 hours, instead of 8. There are many creative ways to make it a win-win for workers, customers and you, the owner.

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