

Critical Crew Strength Calculation (24 Hours)

Review Date:

Januari 1, 2015

Note : Key in the yellow shaded cells only

24 Hours - Weekday

Step 1 : Key in highest GC for individual sales segment for the past four weeks trend (Weekday). Take only Front Counter, DT and MDS GC

Front Counter & DT	Week 1	Week 2	Week 3	Week 4	Average
Breakfast	42	37	36	37	38
Lunch	103	103	106	114	107
Dinner	107	101	114	95	104
Late Night	42	36	27	34	35

MDS	Week 1	Week 2	Week 3	Week 4	Average
Lunch					#DIV/0!
Dinner					#DIV/0!

Step 2 : Key in the number of crew needed (based on NEW VLH) for Front Counter & DT, MDS, Dessert & Remote Kiosk, McCafe and Lobby

If your store go through MAJOR Renovation please estimate 8% GC Growth. This column should be leave blank if your store did not go through any renovation.

Store #	Front Counter & DT		Target % GC Growth		VLH	MDS		Dessert Kiosk		Remote Kiosk		McCafe		Lobby	
	Peak GC	VLH	%	New GC		Peak GC	VLH	Day Part	VLH	Day Part	VLH	Day Part	VLH	Day Part	VLH
Opener (Fixed Hours)															
Breakfast	38	7													
Lunch	107	14	3%	110	14	Lunch	#DIV/0!	Day		Day		Day	1	Day	1
Dinner	104	13	1%	105	14	Dinner	#DIV/0!	Night		Night		Night	1	Night	1
Late Night	35	6													
Closer (Fixed Hours)		3													
Maintenance Person		1													
Sub-Total		44	Adjusted # of crew		45			0		0			2		2
Total Critical Weekday (A)															48
Total Critical Weekday (A) with GC Growth															49

Guideline for Opener & Closer : Please follow your store trend of FIXED number of crew needed to complete opening and closing task

Step 3 : Key in the MTD Historical Turnover and Holiday & Sickness trending

Monthly Historical Turnover %	29%	Note : Based on store's historical data
Holiday & Sickness %	1%	Note : Project 1% - 2%
Total Critical Crew	63	
Total Critical Crew with GC Growth	64	

24 Hours - Weekend

Step 1 : Key in highest GC for individual sales segment for the past four weeks trend (Weekend). Take only Front Counter, DT and MDS GC

Front Counter & DT	Week 1	Week 2	Week 3	Week 4	Average
Breakfast	40	40	44	55	45
Lunch	95	120	106	95	104
Dinner	109	117	108	132	117
Late Night	40	45	33	51	42

MDS	Week 1	Week 2	Week 3	Week 4	Average
Lunch					#DIV/0!
Dinner					#DIV/0!

Step 2 : Key in the number of crew needed (based on NEW VLH) for Front Counter & DT, MDS, Dessert & Remote Kiosk, McCafe and Lobby

If your store go through MAJOR Renovation please estimate 8% GC Growth. This column should be leave blank if your store did not go through any renovation.

Store #	Front Counter & DT		Target % GC Growth		VLH	MDS		Dessert Kiosk		Remote Kiosk		McCafe		Lobby	
	Peak GC	VLH	%	New GC		Peak GC	VLH	Day Part	VLH	Day Part	VLH	Day Part	VLH	Day Part	VLH
Opener (Fixed Hours)															
Breakfast	45	7													
Lunch	104	13	1%	105	14	Lunch	#DIV/0!	Day		Day		Day	1	Day	1
Dinner	117	15	2%	119	15	Dinner	#DIV/0!	Night		Night		Night	1	Night	1
Late Night	42	7													
Closer (Fixed Hours)		3													
Maintenance Person		1													
Sub-Total		46	Adjusted # of crew		47			0		0			2		2
Total Critical Weekend (B)															50
Total Critical Weekend (B) with GC Growth															51

Guideline for Opener & Closer : Please follow your store trend of FIXED number of crew needed to complete opening and closing task

Step 3 : Key in the MTD Historical Turnover and Holiday & Sickness trending

Monthly Historical Turnover %	29%	Note : Based on store's historical data
Holiday & Sickness %	1%	Note : Project 1% - 2%
Total Critical Crew	65	
Total Critical Crew with GC Growth	67	

Note : Take the highest number (Between A & B) as your Critical Number