

Save time and empower employees with better scheduling

The problem

Managers were spending too much valuable work time filling shifts and managing schedule changes.

The solution

Use When I Work to empower employees to find their own replacements through shift swaps and give managers time back out on the floor.



Time saved each week on scheduling **8 hours**



BJ Tersteeg
Store Manager

Prior to When I Work, Tersteeg's used a spreadsheet to create the schedule. With a large volume of part-time staff with changing availability preferences, managers spent a lot of time sorting and tracking employee requests. If a scheduling change was requested at the last minute, managers spent valuable time off the floor to find a replacement.

Tersteeg's started a free trial with When I Work based on the recommendation of a neighboring retail business. With an easy to use mobile app, employees adopted the new scheduling method in less than a week. They felt empowered to find their own shift replacements by filing a swap/drop request, which drastically reduced the workload for managers.

"We were able to quickly see time-savings of over 8 hours every week. Our management team also spends less time trying to find replacements because employees can easily trade shifts from the mobile app."

As for training new team members, managers also enjoyed the When I Work registration email which provides all the items a new staff member needs to use the app successfully. For the Tersteeg team, When I Work has simplified the internal communication process to help managers save time and improve accountability. Now, they can continue to focus on expanding their family legacy!

FAVORITE FEATURE



TEAM MESSAGING MOBILE APP

