

# 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.

## FAVORITE FEATURE



TEAM MESSAGING MOBILE APP

*"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!

