



Hotel Corporation Expands While Cutting Costs with Attendance Enterprise



The Amway Hotel Corporation manages three hotel properties in downtown Grand Rapids, Michigan: the Amway Grand Plaza Hotel, JW Marriott Grand Rapids, and Downtown Courtyard by Marriott. In 2004, prior to using Attendance Enterprise, the company operated just the Amway Grand Plaza. While hosting large conventions, weddings, and banquets, and operating multiple restaurants and retail outlets, the management team streamlined its timekeeping process and expanded its operations using Attendance Enterprise.



Timekeeping Process Prior to Attendance Enterprise

Before learning of Attendance Enterprise, the hotel's management was frustrated with its time-consuming payroll process. With more than 1,100 hourly employees and salaried staff — each working at a variety of locations and sometimes at different wages — processing payroll was a large-scale, complicated process.

The company used printed timecards that employees filled in, so corrections from managers also required paperwork and additional work from payroll employees. Each edit was manually entered into the timekeeping system, and an electronic file was created and sent to the payroll software.

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A Faster Alternative

The Amway Hotel Corporation knew there had to be a faster and simpler way of managing employee hours, benefits, pay rates, and schedules. They found that solution through the experts at Advanced Time Management in Grand Rapids, who introduced Attendance Enterprise's state-of-the-art time tracking system from InfoTronics, Inc.

The engine behind Attendance Enterprise provided accurate calculations instantaneously, while the simple interface made navigation and maneuvering within the software easy.

Streamlining the Punch-in/Punch-out Process

The company implemented magnetic swipe time clocks in various locations at its hotels, and now supplies associates with badges (created internally) used to punch in/out and other timekeeping operations and security access. Gratuities and tips are now easily tracked at the time clock as well.

Additional Timekeeping Benefits

In addition to time clocks, the Amway Hotel Corporation uses Attendance Enterprise's Employee Self Services for employees with computer access. This means that employees can punch in, punch out, review paid time off or benefits, or document a transfer from one department to another using the software on their computers.

The system also automatically handles potential shift differentials for second and third shift. It accommodates varying pay rates for different employees so that the accounting staff does not have to calculate these factors manually.

The Daily Dashboard provided by Attendance Enterprise allows managers to quickly view absences and tardiness, and see which associates are currently working. It provides real-time statistics for decision-making and performance reviews as managers can view employee attendance records at any time.

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Reporting Tools

The reporting features in Attendance Enterprise have been valuable for the company’s payroll staff, including Payroll Manager Jennifer Carlton.

“I couldn’t run payroll without the Summary Sheet reports,” said Carlton. “It just makes everything so much faster.”

The reporting tool is especially useful for keeping overtime costs down. When an associate calls in sick, a simple report can show a manager which other associates are available to cover the shift without accruing overtime.

Maintaining Efficiency During Growth

Soon after beginning to use Attendance Enterprise in 2004, the Amway Hotel Corporation acquired two additional hotels — nearly doubling its employee population. However, the company was able to maintain the small size of its payroll team thanks to the newly automated process.

“I think that proves that the system provides a cost and time savings,” said Carlton.

Looking Ahead with Confidence

While the Amway Hotel Corporation benefits every day from the quick calculations and automation of Attendance Enterprise, the company is looking forward to implementing more of the system’s features to elevate efficiency. The company currently uses manual methods in Microsoft Excel to determine the difference between actual and budgeted labor, so upgrading to the Schedule Coverage Budgets capability will help automate and streamline this process.

Advanced Time Management helped Amway Hotel management expedite its time and attendance process, and continues to serve the hotel corporation's ever-changing needs as it expands. The company has experienced measurable benefits of time and cost savings by using Advanced Time Management's services.

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About Advanced Time Management

Since 1989, Advanced Time Management has implemented time and attendance solutions for more than 1,500 companies. Advanced Time Management is a certified implementation partner for Attendance Enterprise and Attendance on Demand and offers integration services with payroll, HR, and security access.

Every day, more than 90,000 employees use time and attendance solutions provided by Advanced Time Management. A knowledgeable service team provides businesses with unmatched value in the time tracking arena.

www.advancedtime.com

About InfoTronics, Inc.

InfoTronics, Inc. is a technology company with more than 30 years of expertise in developing employee time and attendance solutions that provide businesses of all sizes with a cost-effective, easily deployed workforce management system. Attendance Enterprise is the flagship product which provides advanced features for managing labor data — calculating pay rules, scheduling employees, budgeting labor, automating benefit accruals, tracking attendance-based merit points — while meeting the scalability, reliability and security requirements of large organizations. An extensive North American dealer network has helped more than 20,000 organizations use InfoTronics products to reduce labor expenses and improve decision making.

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