

Grand Hotel Huis ter Duin

Your staff is very valuable, but also very expensive. Therefore a scheduling tool that provides efficient and effective staff schedules while taking into account employee preferences and work ergonomics, is essential. 'HARMONY' is the best solution for any organization that works flexible hours or has to deal with many fluctuations in its workload. Grand Hotel Huis ter Duin in Noordwijk aan Zee, The Netherlands, has been working with ORTEC's staff scheduling solution HARMONY since April, 2004, and is very satisfied with the system

HARMONY allows for significant savings in the hotel industry



- 256 rooms
- 4 penthouses
- 12 suites
- several conference rooms
- 280 employees
- 365 days a year open



"Grand Hotel Huis ter Duin has 256 rooms, 4 penthouses, 12 suites and several conference rooms", explains Janneke van Beuzekom, Assistant Facility Director at Grand Hotel Huis ter Duin. "We have approximately 280 employees, both full-time and part-time workers. We are open year round, so we need our staff 365 days a year and 24 hours a day, which requires a lot of planning. Before we started using HARMONY, all our staff schedules were created manually in Excel sheets using the experience and knowledge of department managers. This procedure was both time consuming as well as prone to errors."

Staff scheduling using HARMONY

Grand Hotel Huis ter Duin no longer runs into these problems. The HARMONY software provides all the support needed for an efficient and effective organization of personnel and work. "Orderly planning boards provide clear insight into the workload and allow you to quickly respond to ad-hoc challenges as a result of, for instance, sickness of employees or extra tasks that need to be covered", explains Van Beuzekom. "HARMONY keeps track of all kinds of useful information, indicates staff shortages and finds fair shift assignments", adds her colleague, Frank Noordermeer, application consultant. "Furthermore, HARMONY also supports our vacation planning, rotating team schedules as well as flexible individual schedules. The system generates staff schedules that are both efficient and fair. HARMONY takes into account (individual) work agreements as well as employee preferences. In addition, HARMONY also supports real time checks on applicable labor rules."

A Flexible Solution

Van Beuzekom explains that around workers are very important for hotels. "Because of the changing and unpredictable workload in different departments at different times, Huis ter Duin requires its employees to

work different tasks for various departments if needed. A hotel manager might be assigned to the front desk during busy times. Furthermore, we have high and low seasons and different tasks have to be carried out in the winter versus the summer." Several employees work for one department during the summer and for another in the winter. With employees often working for different departments, Huis ter Duin didn't have a good overview of the cost per department.

For this reason, the hotel was primarily looking for a registration system that would provide accurate information regarding personnel cost per department. "HARMONY can easily provide us with all this information, which was an important reason for us to select HARMONY. In addition, we wanted the system to provide easy access to all staff schedules. Instead of having to check the actual front desk to see who is working there, we wanted a system that immediately shows who is working where."

A More Efficient Solution

Another benefit of HARMONY is the ability to easily check whether additional resources are required. The hotel's management often receives requests from department managers to hire additional resources. Without accurate recording of absenteeism, it is difficult for management to decide whether to approve or deny these requests. Using HARMONY they can easily check the required and available employees before making this decision. The ability to indicate the required number of employees at certain times during the day also allows them to reduce overtime. HARMONY improves the hotel's efficiency and therefore its profitability. In the future, Huis ter Duin also plans to measure staff productivity using HARMONY.

A User-friendly Solution

Besides functional requirements, Grand Hotel Huis Ter Duin also wanted the system to interface with their accounting and payroll systems says Noordermeer: "The system had to be easy to learn. HARMONY is very



user-friendly conveniently organized and easy to operate. After a basic training all our employees were able to start using the system and generate their staff schedules. Grand Huis ter Duin was closely involved in the implementation of the software. We made sure ORTEC understood our requirements, since we know our operation better than anyone. Working together with ORTEC was a pleasant experience".

Huis ter Duin's IT staff is also happy with HARMONY: "Before we started implementing HARMONY, we had already learned the most important technical and functional details about the software during several meetings with ORTEC. That intensive initial phase was very important; it helps to avoid problems during the actual implementation. The system works very well technically and when we had issues, the ORTEC helpdesk provided excellent support. They do what they promise. Perfect."

About ORTEC

Founded in 1981, ORTEC is one of the largest independent providers of advanced planning & scheduling software and professional consulting services. ORTEC currently has over 550 employees and offices in North America and Europe. More than 800 customers in different industries already benefit from our advanced planning and scheduling solutions.

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