



## **Deterministics Labor System™ Offers Chain Restaurants a New Level of Precision in Workload Forecasting and Labor Scheduling**

*Deterministics expands business with introduction of labor management software*

*FS/Tec 2006, Long Beach, CA – November 6, 2006.* Deterministics Management Technologies, Inc. announces the introduction of Deterministics Labor System™ (DLS) — a workload analysis and labor scheduling system which improves productivity, increases customer service, and minimizes wasted labor in multiunit restaurant companies. DLS is the industry's first restaurant labor management solution to combine proven time-study services with robust software tools and a verified implementation methodology.

“We’ve had great success in using DLS to assist us in assigning the proper number of employees for each shift,” said Jay Johns, vice president of strategic operations at T.G.I. Friday’s. “Not only have we measured its value in hard ROI but also in soft savings. Customers are having a better overall restaurant experience, and happier customers come back more often.”

### **Managing Work versus Managing Labor**

For years, restaurant operators have used standards such as sales dollars or guest counts to create staff schedules, which because of inadequate detail, may lead to poor customer service because of under-staffing or excessive costs due to over-staffing. DLS incorporates Labor Recipes®, a time-measurement methodology that takes into account the effects of marketing programs, geographic location, seasonal variation, and menu mix variations to first forecast workloads and then schedule labor with unparalleled precision.

Easy-to-use tools and a straightforward implementation allow restaurant operators to create accurate schedules in less time while optimizing restaurant performance, productivity, and customer service. Reports and histograms provide metrics to review the effects of any number of changes that impact the restaurant’s labor needs.

“Deterministics applied 20 years of operations engineering and systems engineering experience to develop a product that improves throughput and customer service for multiunit restaurant companies,” said Brian Sill, president of Deterministics. “For the first time, restaurant operators can accurately define labor requirements, assuring management buy-in and leading to increased revenue and reduced labor costs.”

### **About Deterministics**

Deterministics Management Technologies, Inc. improves productivity and performance for multiunit restaurant companies. Founded in 1988 by veteran restaurant and technology professionals, Brian Sill and Paul Malmø, Deterministics provides labor management software and related consulting services that increase throughput and improve overall guest and employee satisfaction while minimizing wasted labor. Over 100 chain restaurant companies around the world benefit from Deterministics’ services and software tools. Deterministics is headquartered in Kirkland, WA with European operations located in the London, England. For more information, visit [www.deterministics.com](http://www.deterministics.com) or call 425.822.4146.

*Labor Recipes is a registered trademark and Deterministics Labor System is a trademark of Deterministics Management Technologies, Inc.*

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