

# Empowering HR Hospitality

How The Huntsman Inn streamlined their HR and Workforce Management processes using HR Duo to create a recipe for success.



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## Introduction

Nestled on the outskirts of a city centre, The Huntsman Inn is more than just a venue - it's a vibrant hub teeming with life.

With three bustling bars, an inviting restaurant, and a collection of cosy hotel rooms, it's the epitome of hospitality, welcoming a diverse array of patrons through its doors.

From wandering salespeople to curious tourists and celebratory revellers, The Huntsman Inn embraces them all with open arms, embodying the spirit of inclusivity and warmth.

This dynamic establishment isn't just a place to grab a drink or a bite to eat; it's a lively destination where live music fills the air, football matches pulse with excitement, and quiz nights spark intellectual curiosity. It's a gathering place for the local golf society and a stage for countless other engaging events.

In essence, The Huntsman Inn isn't just a venue—it's the beating heart of the community, a place where excitement and entertainment collide. With something happening around every corner, it's no wonder it's the go-to spot for locals and visitors alike.



*the Huntsman Inn*



# 01 What Was Needed

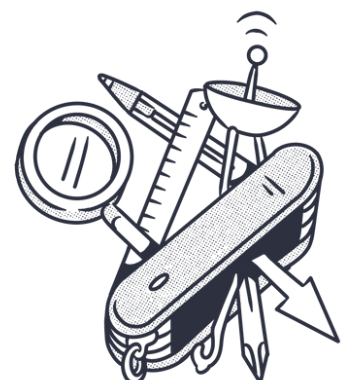
As the owner of a large and busy bar, restaurant and hotel, Stephen Francis was facing many HR and workforce management challenges, typical of his sector.

Stephen sought better visibility of staff time and costs, aiming to streamline rotas and staff scheduling at The Huntsman Inn. He wanted a centralised hub to store employee data, and certifications, and to automate tasks such as holiday requests and managing new starters, all while ensuring compliance with the hospitality sector's regulations.

The time and effort required to manage these responsibilities using traditional methods were substantial, prompting him to ponder the potential for more strategic investments.

Stephen, a savvy business owner, understood that compromising on how he managed his employees and his HR processes simply wasn't an option. He recognised the risks inherent in overlooking critical aspects such as efficient onboarding, accessing employment documentation, and implementing well-defined policies and procedures.

However, amidst the challenges, opportunities beckoned. The idea of shedding the burden of laborious HR and administrative tasks was enticing. Entrusting these processes to a capable partner held the promise of liberating Stephen from his constraints and charting a more streamlined path forward.



## 02 Where We Came In

### Our role in improving The Huntsman Inn's HR and workforce management practices.

Our partnership began with a comprehensive assessment aimed at elevating the business's operations to new heights. In a practical sense, it was clear that there was plenty of room for improvement. Many crucial HR processes and documents had fallen behind the pace of the business's growth, failing to serve its evolving needs.

The result? The management of the large workforce was needlessly intricate and more time-consuming than it needed to be. The challenge was evident - staff information resided in cumbersome paper formats, scheduling was entrusted to unwieldy spreadsheets, and the absence of a streamlined time-tracking system only added to the complexities.

Immersing ourselves fully within the fabric of the business, we embarked on a mission to create and maintain HR risk assurance and establish a foundation of best practices. Our strategic interventions not only shielded the business from potential pitfalls but also positioned it as a trailblazer for employment practices in the industry.

Beyond these overarching measures, our platform was seamlessly integrated into the day-to-day operations of the business. The managerial burden of shift scheduling and time-tracking was significantly lightened, thanks to our intuitive tools. Moreover, our team of expert advisors stood ready to lend their guidance whenever summoned, ensuring the business always had a compass to navigate even the trickiest HR terrains.

With HR Duo in their corner, Stephen and his team had the essential backup they needed to thrive.

## 03 Our Services

The Huntsman Inn benefited from many of our platform features and services, including:

- 1 Workforce Management Tools**  
A full suite of tools such as time and attendance management, shift scheduling software, and staff performance information.
- 2 Day-to-day Support**  
Reassurance with expert advice on employment law and workforce processes through our in-platform HR support tickets.
- 3 HR Compliant Templates**  
Access to an extensive library of policies, documents and letters to keep the business in alignment with the latest compliance standards.
- 4 Preliminary Payroll and Cost Control**  
Consolidating time-related activities through one platform meant a seamless integration with payroll for precise workforce calculations.
- 5 Mobile App**  
Our mobile app gives the business an intuitive way for their employees to access everything they need, including a way to clock-in to shifts.



# 04 The Real Value?

The outcomes of using an all-in-one HR and Workforce Management platform. A service that pays for itself, many times over:

## Real-time Business Data

With HR Duo integrated, The Huntsman Inn can access real-time business insights, up-to-the-minute shift schedules, and a streamlined payroll export that saves them substantial time.

## Compliance with Confidence

Navigating compliance is eased with HR Duo. The partnership offers expert support for nuanced staffing decisions and dilemmas, fortifying decisions with accurate data.

## A Shield Against Costs

Beyond the operational cost-saving advantages, the value HR Duo provides transcends monetary boundaries. By diligently preventing employment disputes and investigations, businesses can circumvent considerable financial setbacks. It's a proactive approach that ensures the service not only pays for itself but continues to deliver savings that compound over time.

## Unleashing Growth Ambitions

By optimising workforce management, boosting employee engagement and productivity, and ensuring seamless compliance and risk management, we're reshaping the competitive landscape of the hospitality industry. Businesses can finally unlock their full potential, embracing growth and innovation every step of the way.



## 05 What They Said:

“The new structure and automation of processes gives us the opportunity to spend more time focusing on the bigger picture.”

“Implementing structured and automated processes for these essential yet time-consuming HR tasks has truly revolutionised our operations. We now have the assurance of complete compliance coverage, the luxury of our HR admin being handled at the click of a button, and the comfort of having experts available for advice whenever needed.

HR Duo allows us to direct our energies towards strategic endeavours, allowing us to shift our focus from the daily grind to the broader vision.”

Stephen Francis, The Huntsman Inn Owner.

*the Huntsman Inn*



# The only HR & Workforce Management platform you'll ever need.

Get in touch with us today, and embark on a journey where you have access to our unparalleled fusion of cutting-edge workforce management technology and expert HR knowledge. Say goodbye to the mundane tasks as we help you to automate tedious tasks, freeing you and your business to thrive.

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