



Decision Frame: Redeploying Time for Guest Value

The Case for Redeployment:

Freed capacity only matters if you decide how to use it.

Redeployment strengthens consistency and gives staff bandwidth to deliver great service.

Overview

Automation gives time back to the operation. The decision is what to do with the hours that return. Cutting hours creates a short-term financial win.

Redeploying hours into service quality, speed, and guest-facing attention creates a stronger and more durable result. **This handout frames that decision for owners and general managers before the pilot begins.**

When teams understand that hours will stay in the building and shift toward higher-value work, the pilot starts on steady ground. It focuses the operation on guest experience rather than payroll targets. Redeployment strengthens consistency during peak periods, reduces friction across handoffs, and gives staff the bandwidth to deliver the service moments that keep guests returning.

Before and After Time Snapshot

Use the Time Map to show a simple view of where time comes from and where it is going.

Hours Before

Total weekly hours across roles and shifts based on last month's schedule.

Hours After Automation

Weekly hours after repetitive and time-heavy tasks are removed.

Where the Hours Go

Service attention, faster handoffs, cleaner stations, and peak-period stability. This high-level visual helps the team see regained capacity without getting lost in detail.

Decision Alignment

Before the pilot launches, leadership agrees to the following:

1. We will keep regained hours during the pilot.
2. We will assign time to specific service, speed, or cleanliness outcomes.
3. We will track the guest signals that reflect better use of time.
4. We will evaluate the impact through performance and experience, not headcount.
5. We will revisit the time plan after the first four weeks of the pilot.

Inputs

Labor percentage from the last month, RevPASH trend, and any guest measures such as complaint rate or NPS.

Pilot Goal

A clear, shared definition of how freed time will elevate service and operational performance.

Output

A one-page decision frame that guides leaders into the next steps of redeployment planning and execution.

