

PERSONNEL & COMMUNICATIONS

Standard 1: Manage Staffing Requirements

A CDM, CFPP is responsible for developing and maintaining employee time schedules and assignments by:

- Identifying and documenting overall staffing needs
- Preparing and maintaining time schedules and work assignments to meet department needs

PERFORMANCE INDICATORS	KEY ACTIONS
1.0 Comply with all federal, state, and local laws/regulations/requirements	
1.1 Measure the workforce capacity by calculating Full-Time Equivalent (FTE) employees.	<ul style="list-style-type: none"> • An FTE represents the number of hours worked by one full-time employee. Typically, this is benchmarked at 40 hours per week, which totals 2,080 hours per year. • Determine the number of hours each employee is scheduled to work, includes both full-time and part-time employees. • For each employee, divide their scheduled hours by the standard full-time hours (usually 40 hours per week). For example, an employee working 20 hours per week would be 0.5 FTE. • Add up the FTEs for all employees to get the total FTE for the organization or department.
1.0 RESOURCES Online Resources ANFP: Calculating Full-Time Equivalents ANFP Nutrition & Foodservice Edge Magazine A Better Approach to Staffing Your Food Service Staffing Strategies for Success: Navigating Labor Challenges in Food Service	

2.0 Identify Staffing Needs

2.1 Ensure optimal staffing levels and efficient use of resources by implementing a comprehensive performance standard that addresses budgeting, employee turnover, cross-training, and trends.

- Write clear and comprehensive job descriptions and update as needed.
- Staffing needs must be consistent with the budget.
- Calculate the employee turnover rate can help in forecasting staffing needs and planning for recruiting, hiring, and training.
- Cross-training is an effective way to meet the needs of the facility and provide full-time employment opportunities for staff members.
- Analyze trends and forecast future staffing needs using data from the foodservice or human resources department can help in planning for consistent coverage and optimal staffing levels.

2.0 RESOURCES

[Foodservice Management by Design, 4th Edition](#)

Steps to Effective Training

[Foodservice Management by Design, 4th Edition, Supplemental Material](#)

Sample Job Description: CDM, CFPP

Sample Staffing Pattern

Online Resources

[ANFP](#)

[Calculate Turnover Rate](#)

[Top 10 Reasons to Invest in Workforce Development](#)

[ANFP Nutrition & Foodservice Edge Magazine](#)

How to Build Your Team Culture Using Training and Technology

Training and Retaining: Providing a Developmental Infrastructure

Training and Developing Your Team Using the 6 Cs

Turnover — Hospitality's Unhospitable Trend

3.0 Maintain Department Schedules

3.1 Efficiently maintain department schedules through proper staffing patterns, creating accurate schedules, and following scheduling policies.

- Assess the department's staffing requirements to ensure that the right number of employees are scheduled for each shift.
- Develop schedules that align with the department's needs and consider employee availability and preferences.
- Adhere to established scheduling policies and guidelines to ensure fairness and consistency.

	<ul style="list-style-type: none"> • Track and monitor the adherence to schedules and implement strategies to manage and reduce absenteeism. • Ensure clear and timely communication with employees regarding their schedules and any changes.
3.2 Effectively manage and control overtime within the department.	<ul style="list-style-type: none"> • Assess the department's workload to ensure that it is evenly distributed and manageable. • Adjust staffing patterns to align with peak workload time. • Track overtime hours and identify trends or patterns. • Offer flexible scheduling options, such as staggered shifts or part-time positions, to reduce the need for overtime. • Ensure clear and timely communication with employees regarding their schedules and any changes that may affect their work hours.
3.0 RESOURCES Foodservice Management by Design, 4th Edition <i>Sample Gantt Chart Timeline</i> Online Resources ANFP Nutrition & Foodservice Edge Magazine Staffing Strategies for Success: Navigating Labor Challenges in Food Service A Better Approach to Staffing Your Food Service 12 Ways Technology is Solving the Labor Crisis Other Online Resources Wages and the Fair Labor Standards Act U.S. Department of Labor	