

Legion WFM for the Restaurant Industry

Empowering Restaurants with AI-Powered Workforce Management

Managing an hourly workforce in the restaurant industry comes with unique challenges, from fluctuating demand and high turnover to strict compliance requirements and the need for flexible scheduling. Restaurants must navigate peaks and valleys in customer traffic, seasonal demand, and peak hours, making it difficult to balance staffing levels efficiently. High turnover further strains resources, making it challenging to consistently deliver an excellent guest experience while complying with labor laws. With the right tools, restaurants can avoid overstaffing during slow periods or understaffing during busy times, leading to lost revenue and increased labor costs.

Legion Workforce Management (WFM) addresses these challenges with intelligent, automated, and employee-centric workforce management that helps restaurants improve operational efficiency, enhance employee satisfaction, and reduce compliance risk so managers can focus on driving revenues and providing an exceptional employee and customer experience.

The Legion Solution

Legion is explicitly designed to meet the fast-paced demands of restaurants, such as fast-casual and quick-service establishments, through AI that enables intelligent automation to maximize labor efficiency and employee engagement simultaneously. Unlike traditional workforce management solutions, Legion uses advanced AI to predict customer demand precisely, automatically adjusting staffing levels to avoid overstaffing during slow times and understaffing during peak periods. Our platform empowers employees with gig-like flexibility, allowing them to control their schedules and access instant pay options—all through a top-rated mobile app. This focus on operational efficiency and employee satisfaction sets Legion apart, making it the ideal WFM solution for high-turnover, customer-focused restaurant environments.

Fast Casual



Quick-Service



Optimize Staff to Drive Revenue and Deliver a Great Guest Experience

Legion WFM enables intelligent automation to create optimal schedules that match business needs with employee preferences and skills 96% of the time while cutting manager time spent on scheduling by 50%.

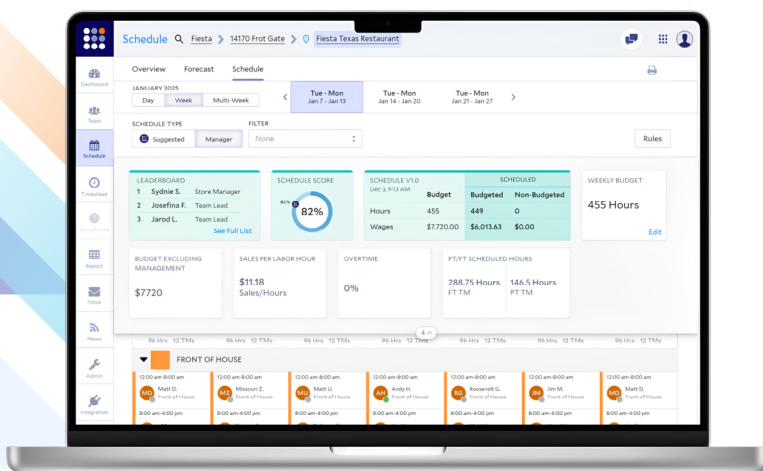
Legion AI-powered scheduling aligns staffing levels with peak times and demand forecasts, ensuring that the right number of employees are available to meet guest needs, reduce wait times, and deliver attentive service. Shift assignments are optimized based on employee productivity scores, ensuring your top revenue-generating employees are scheduled at peak times. Managers can also easily view sales per labor hour information and ideal hours calculations that can be used to show how many hours are earned.

Legion Automated Scheduling enables intelligent automation to find the best-suited employee to fill open shifts based on compliance rules, employee skills and preferences, and labor policies. Managers can ensure the most critical shifts, including peak hours, are filled first. Legion's AI-powered recommendation engine considers multiple sources of information, such as skills, availability, and productivity, to send shift offers to employees automatically. Managers can receive a notification that the employee has accepted the offer, and the employee is automatically added to the schedule.

Managers can also increase their labor pool by automatically scheduling employees with matching skills and preferences from nearby locations.

Key Features

- Reduce labor costs by instantly predicting the fewest number of employees and the skills needed in 15-minute, 30-minute, and daily increments.
- Automatically compute optimal labor hours based on forecasted demand and customer labor standards.
- Staffing guidance considers all labor-related elements (models, location-specific attributes), optimizing labor demand rather than just the schedule.
- Instantly generate optimal schedules that match business needs with employee preferences and skills, including the most qualified employee for a shift based on performance, labor rules, budget constraints, and compliance rules.
- Generative AI Schedule Assistant provides a conversational interface to deliver insights and recommended actions and make schedule changes.
- Smart Templates support the creation of stable and predictable schedules for employees. Recurring shifts can be created and assigned before the optimization process.
- Real-time schedule-aware timesheets automatically assess schedule change premiums and highlight timeclock-to-schedule variances.
- Automated or manual entry options are available for tip pooling by location.
- Pre-built compliance templates for pay rules and extensibility to build additional pay rules without customization or R&D.



Benefits

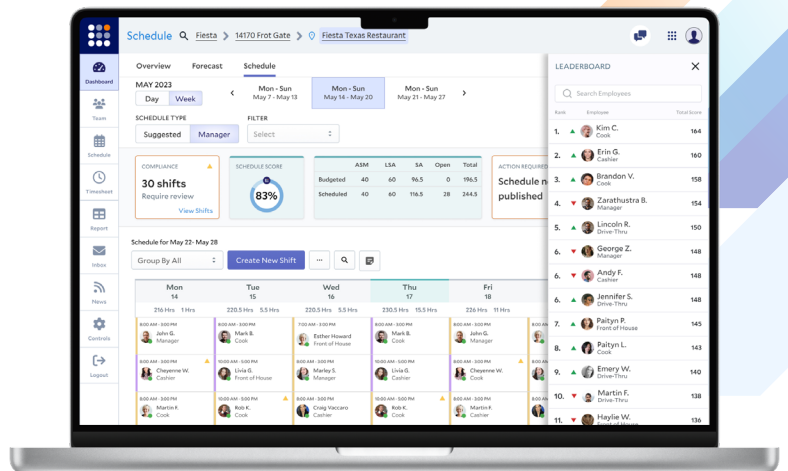
- Optimize labor across all locations:** Legion WFM's staffing guidance optimizes labor demand based on data-driven insights and predictive analytics to reduce the number of hours required in the schedule and increase agility.
- Provide gig-like flexibility to employees:** Employees can easily share and update their preferences on when, how much, and where they work, access their schedules, request changes, pick up or swap shifts, and request time off in Legion's highly-rated mobile app.
- Unburden managers:** Reduce scheduling time by 50% while maintaining oversight and control.
- Increase coverage with workforce sharing:** Employees indicate where they can work, adding variety to their work lives while filling coverage gaps and enlisting last-minute help.
- Provide Fair Workweek and predictable schedules:** Ensure premiums are paid with pre-built, up-to-date compliance templates and business rules. Automatically create fully compliant schedules with alerts, reports, and complete audit trails.
- Intuitive, highly-adopted app:** Legion's intuitive, modern app is the highest-rated app in the industry, with tens of thousands of users giving it a 4.8 rating in the app store. It is used by 88% of employees weekly.
- Support employee financial health and optimize operational efficiency:** Drive open shift uptake by giving workers visibility into potential instant earnings for open shifts, improving clock hygiene and on-time performance by almost 70%.
- Maximize sales and enhance the customer experience:** Built-in productivity metrics help you automatically see and schedule top performers during peak periods or special events, maximizing food and beverage sales.

Minimize Compliance Risk

Legion WFM simplifies restaurant compliance by automating adherence to labor laws, including break requirements, overtime, predictive scheduling, and age restrictions. Pre-loaded, regularly updated compliance templates and configurable business rules ensure schedules meet legal standards without requiring custom development.

Labor laws are applied directly to schedules, with automated alerts notifying managers of edits that may risk non-compliance. Legion's AI-driven Schedule Optimizer factors in regulations when generating schedules, while smart alerts notify managers instantly of compliance risks from manual edits. All self-service employee actions, like swaps and covers, are validated against compliance rules.

Schedule attestation lets managers capture reason codes for last-minute changes and lets employees accept or decline adjustments. Legion's Time and Attendance proactively alerts managers to potential premium pay issues, flags timesheets with compliance premiums, and supports automated premium assessments for federal, state, and local laws (e.g., overtime, Fair Workweek). It also provides policy customization to avoid unnecessary costs, with attestation options for employees to confirm breaks and lunches, ensuring compliance with meal and break laws.



Engage and Retain Employees

Legion WFM elevates the employee experience for restaurant staff by offering flexible scheduling, earned wage access, and streamlined communication tools within a single, highly-rated mobile app. With intuitive self-service features, employees can easily update their availability, request time off, and swap shifts, providing them greater control over their work-life balance.

In a digital age where information is power, having robust communication capabilities in WFM applications is not just a 'nice-to-have' but a necessity. This is especially true when attracting a young workforce, where communication through modern technology is expected, not just preferred. Legion Frontline Communications keeps employees informed about schedules, updates, kudos, and other important announcements, fostering a sense of inclusion and engagement within the team.

Additionally, Legion InstantPay enhances financial well-being by offering real-time access to earned wages directly through the same app employees use to view schedules, record time, and manage time off. Employees can see exactly what they'll earn when picking up extra shifts and access those wages instantly, which supports financial security and increases retention. Together, these features create a supportive, flexible work environment that drives employee satisfaction and loyalty.

Leading Restaurants are Turning to Legion for Automated, Intelligent, Employee-Centric WFM.

What sets you apart from others is the ability to provide excellent food and drinks coupled with quick, efficient service.



[Request a demo](#) to see what sets Legion Workforce Management apart. [Learn more](#) about how Legion AI helps restaurants maximize efficiencies and employee engagement simultaneously.

About Legion

Legion Technologies delivers the industry's most innovative workforce management platform. It enables businesses to maximize labor efficiency and employee engagement simultaneously. The award-winning, AI-driven Legion WFM platform is intelligent, automated, and employee-centric. It's proven to deliver 13x ROI through schedule optimization, reduced attrition, increased productivity, and increased operational efficiency. Legion delivers cutting-edge technology in an easy-to-use platform and mobile app that employees love. For more information, visit <https://legion.co> and follow us on [LinkedIn](#).

INTELLIGENT AUTOMATION | POWERED BY LEGION WORKFORCE MANAGEMENT