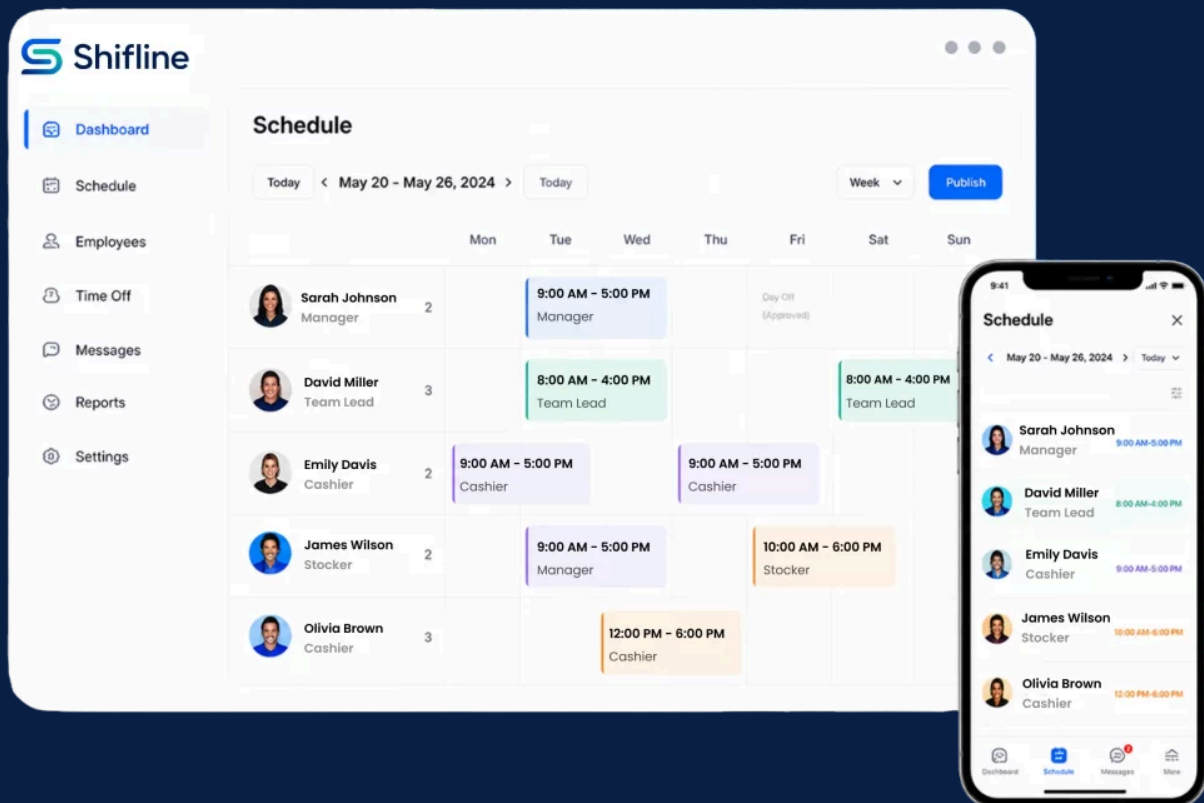


AI-POWERED HOSPITALITY WORKFORCE & SHIFT MANAGEMENT

Roster smarter. Serve better. Keep every shift covered.

The right front desk, housekeeping, kitchen and service staff at the right venue, at the right time, planned around your busiest hours.



Hotels & resorts

Restaurants & cafés

Bars & pubs

Catering & events

Food chains & QSR

Multi-venue groups

THE PROBLEM

Busy Saturday, quiet Tuesday, a team that changes every week.

Hospitality runs on peaks: check-in rushes, dinner service, weekend brunch, events. Teams mix full-timers, part-timers and casuals whose availability shifts constantly. Spreadsheet rotas and group chats can't keep the right people on the floor when it matters.

Spreadsheet rotas

Out of date the moment someone swaps a shift.

Last-minute call-outs

Managers texting around an hour before service.

Group chats

Swaps agreed in WhatsApp that never reach the rota.

Peaks missed

Short on the busy night, overstaffed on the quiet one.

Split shifts by hand

Rotations and breaks juggled in someone's head.

Manual timesheets

Penalty rates, overtime and public holidays worked out by hand.

Shifline brings rostering, staff availability, shift swaps, clock-in, compliance and payroll into one connected platform, for every venue and department.

BUILT FOR

Hotels, resorts & serviced apartments

Catering & event companies

Clubs & entertainment venues

...and the general managers, department heads, HR and rostering teams who run them.

Restaurants, cafés & bars

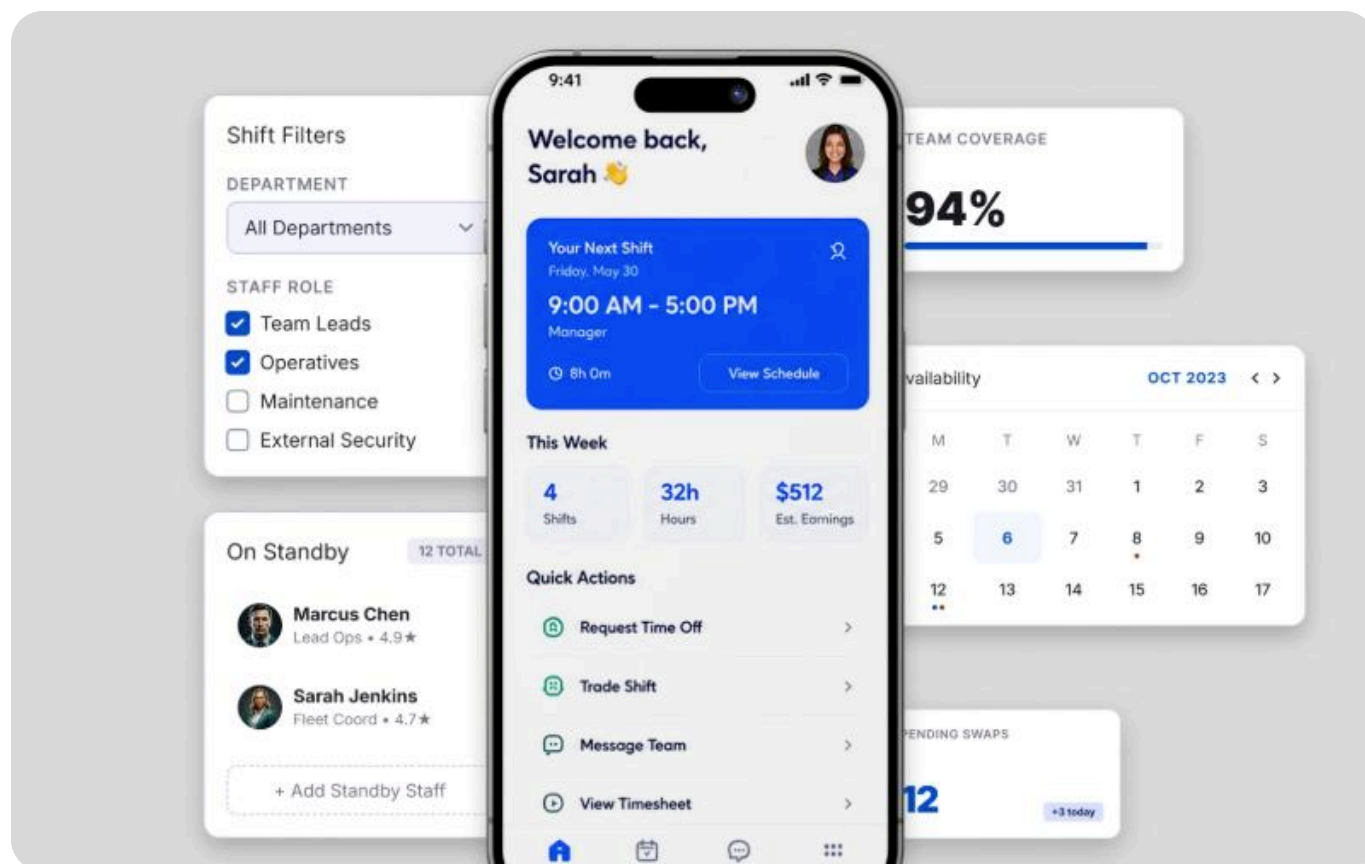
Food chains & quick-service restaurants

Multi-property hospitality groups

THE BIG DIFFERENCE

Your team tells you when they're available. Shifline rosters around it.

Availability comes from your staff, not from managers chasing them. Part-timers and casuals update it in the app whenever their week changes; managers see it every time they build a rota.



SR

Sara's week, as the manager sees it

RSA current

Monday
6 AM–2 PM

Tuesday
Not available

Wednesday
4–11 PM

Friday
5 PM–close

Saturday
All day

No group chat needed. The manager assigns shifts using availability, role, skills, department, venue, peak times, certifications and existing rotas.

Venue needs flow down. Staff availability flows up. AI connects them.

01

Venues set staffing needs

By department and shift, including peak times and events.

02

Staff share availability

Available and unavailable times submitted from the app.

03

Shifline AI builds the rota

Fewer clashes, the right skills and certifications on every shift.

04

Managers review and publish

Adjust and approve. Final control stays with them.

05

Staff accept and confirm

Notifications reach each phone; responses update the rota.

STOP CHASING REPLIES. START ROSTERING.

WITHOUT SHIFLINE

- 1 The manager messages 25 staff: "Who can work Saturday dinner?"
- 2 Replies trickle in and get copied into the rota.
- 3 Two people swap shifts in the group chat.
- 4 The rota is wrong again by Friday.

WITH SHIFLINE

- 1 Staff keep availability current in the app.
- 2 The manager sees it while building the rota.
- 3 Swaps are requested and approved in the app.
- 4 Everyone sees the same, correct rota.

Less back-and-forth. Every service fully staffed.

Let AI do the heavy lifting.

Front of house, back of house, housekeeping and events, across every venue, seven days a week. Shifline's AI builds rotas around your peak times and your team's availability, with fewer clashes and less manual juggling.

~~"Who's free on Saturday night?"~~

"Who is the best available, trained team member for Saturday's dinner service?"

WHAT THE AI WEIGHS

Staff availability

Role

Skills

Department (FOH · BOH · housekeeping)

Venue

Peak times

Events & functions

Certifications

Split shifts & rotations

Leave & unavailability

Working-hour rules

Existing rotas

Rotas in minutes

Weekly rotas proposed automatically, with clashes and double bookings flagged.

Built around your peaks

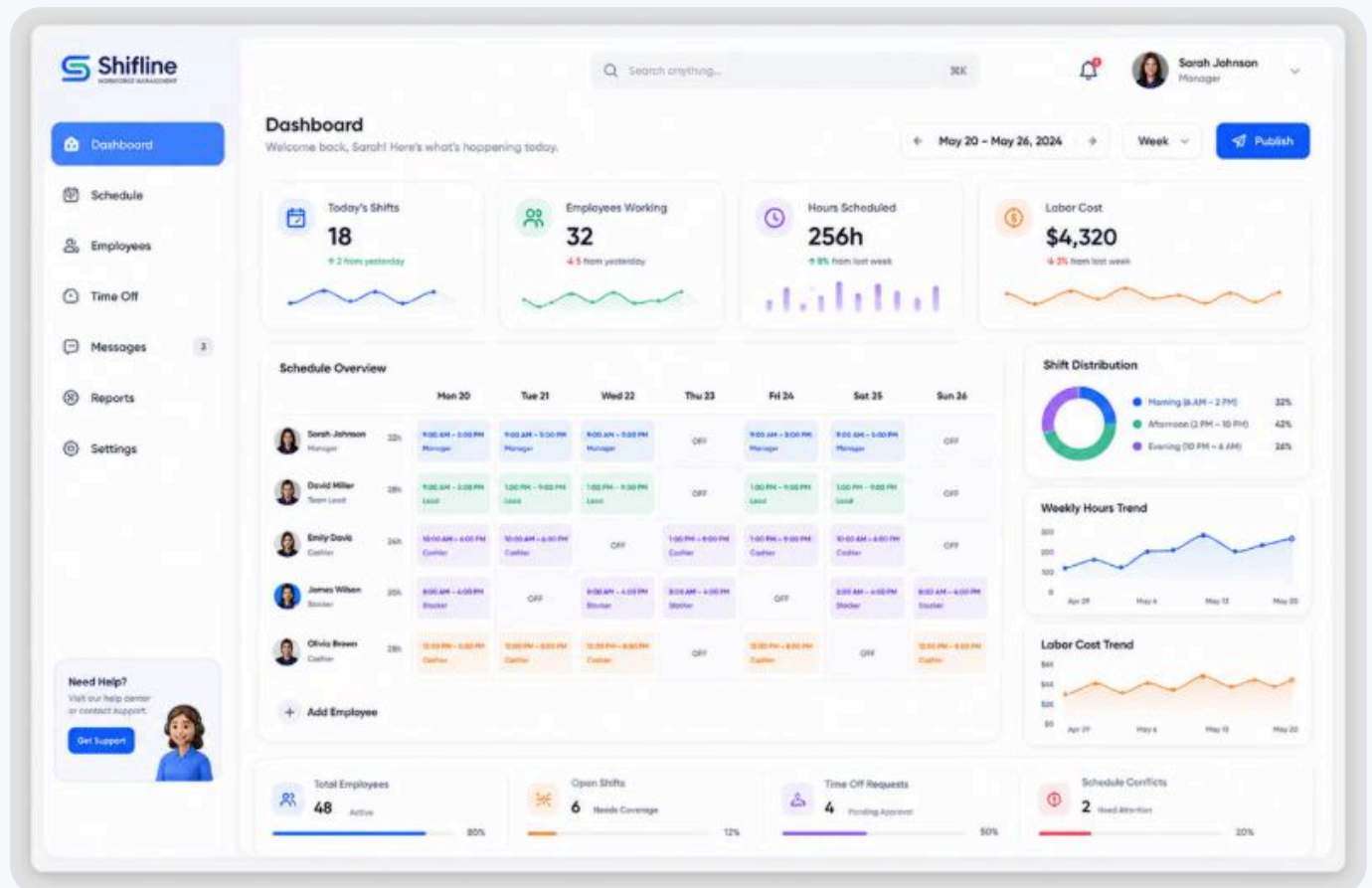
You set the busy times and events; Shifline staffs to them.

Managers decide

AI assists your managers. Every rota is reviewed and approved before it goes out.

Every shift, every venue, one live view.

Managers see today's shifts, who's working, hours scheduled, labour cost, open shifts and conflicts in one dashboard, with the full weekly rota beneath.



Live rota

Week view by person, department and venue, published in one click.

Open shifts & clashes

Gaps and double bookings flagged before service starts.

Labour cost

Scheduled hours and labour cost by venue and department.

Split shifts & rotations

Lunch-and-dinner splits and rotating rosters managed in one place.

Leave management

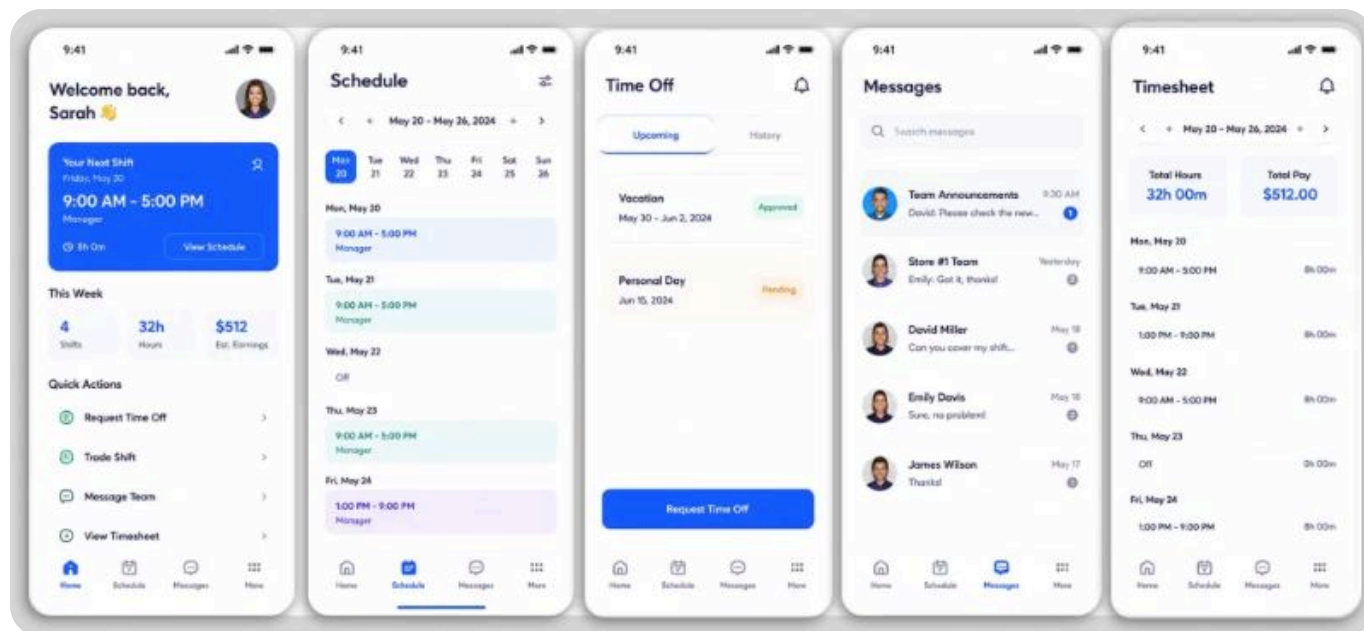
Time-off requests and approvals feed straight into availability.

Workforce reports

Attendance, overtime and productivity across venues.

Your team doesn't chase the manager for the rota. The rota comes to them.

Front desk, housekeeping, kitchen, bar and floor staff see their shifts, swap shifts, clock in, request time off and view pay slips from their phones.



Rota & shifts

Upcoming shifts, venue and role; changes as they happen.

Swaps & open shifts

Request swaps, accept shifts and pick up open shifts.

Clock in & breaks

Clock in and out by QR code or GPS, with breaks recorded.

Leave, messages & pay

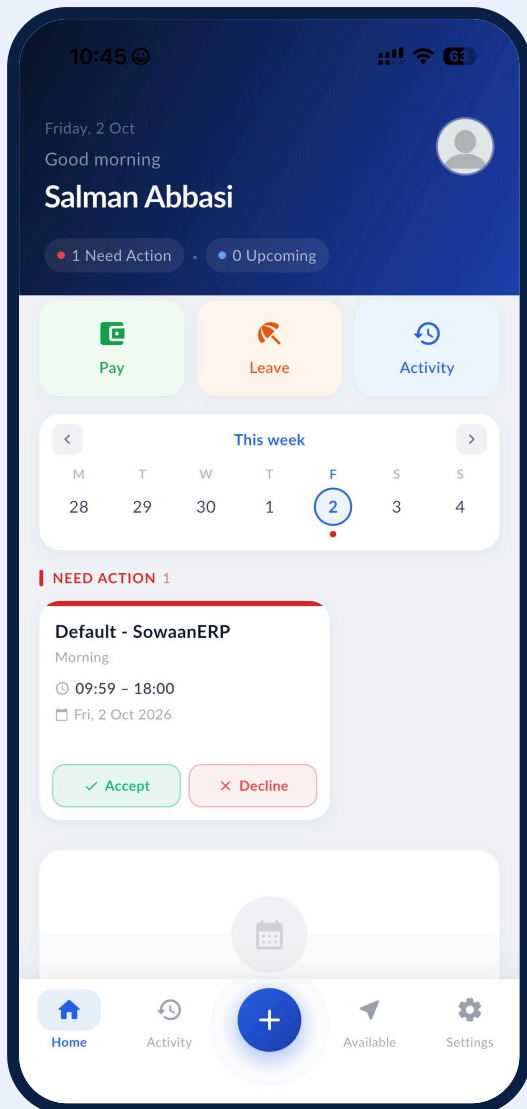
Request time off, message the team, view pay slips.

Get the Shifline app

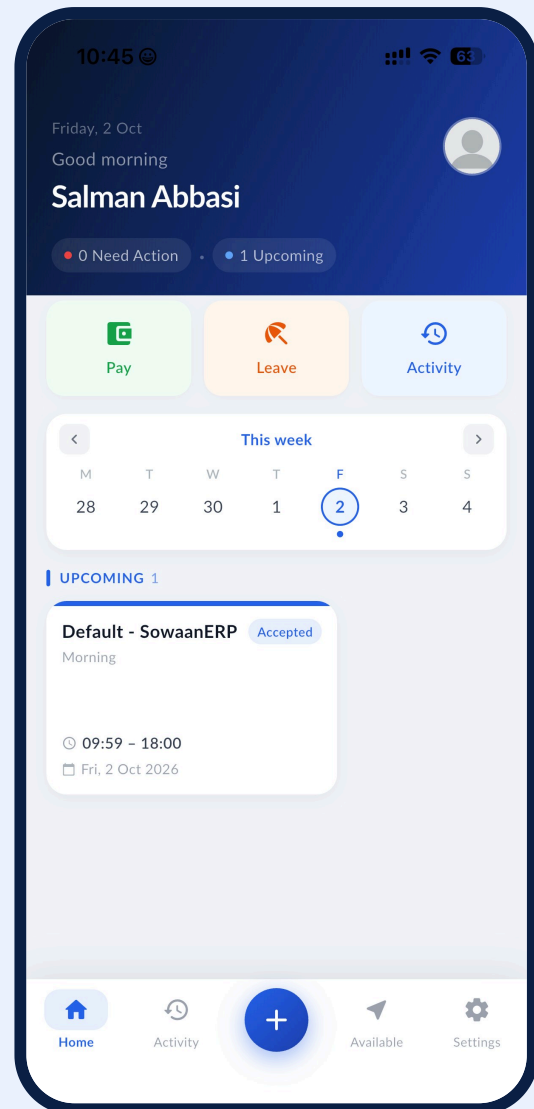


From shift request to confirmed, in one tap.

When a manager assigns or broadcasts a shift, it lands on the team member's home screen under Need Action. One tap on Accept moves it to Upcoming, and the manager sees the confirmation straight away.



1 · Shift request



2 · Accepted

Shift request arrives with time, date and Accept or Decline buttons.

Team member accepts. The shift moves to Upcoming, marked Accepted, and the rota updates.

Staff the function before the guests arrive.

OPEN SHIFT

Ballroom · Wedding banquet

Saturday 5 PM – 12 AM

4 servers · 1 bartender

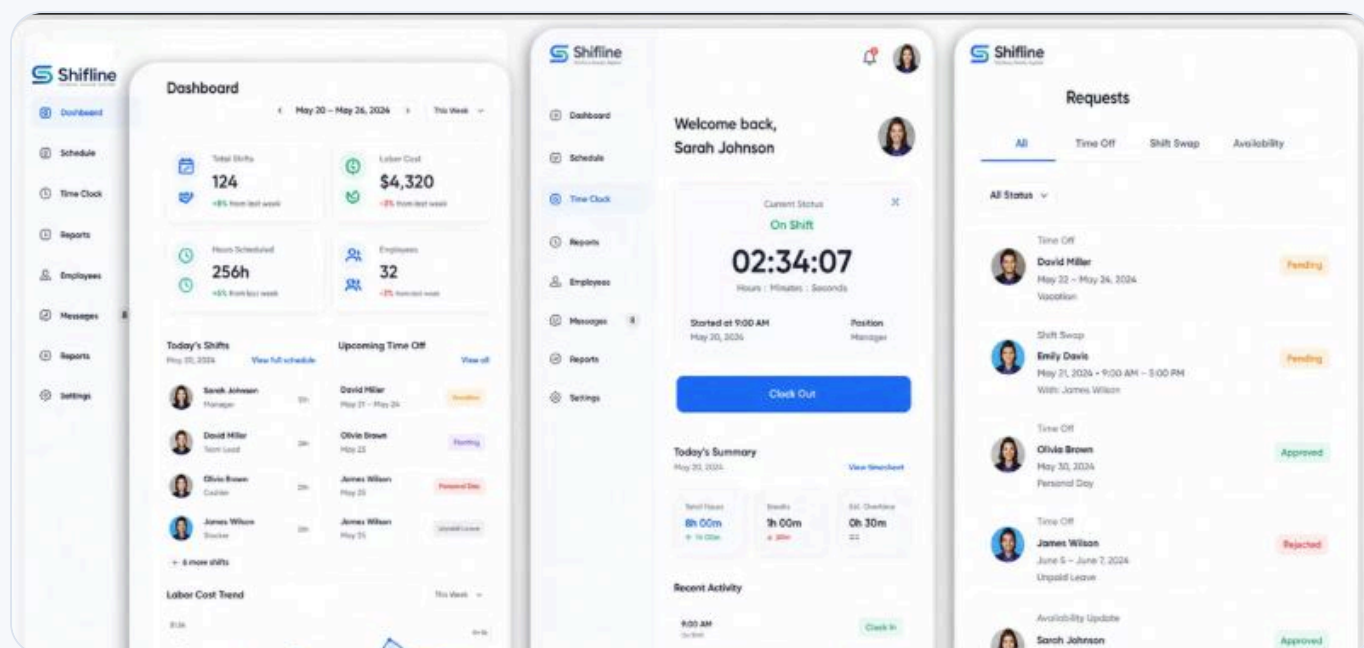
Accept shift

Decline

- 1 The manager creates the open shift: venue, role, time, headcount, certification.
- 2 Suitable, available staff get a push notification.
- 3 They respond from their phones; the manager confirms.
- 4 The rota updates. Management stays in control.

TIME CLOCK & REQUESTS

Hours worked, breaks taken, swaps approved.



QR & GPS clock-in

At the staff entrance or within the venue geofence.

Breaks & overtime

Recorded against every shift, scheduled vs. actual.

Shift swaps

Requested in the app, approved by the manager.

Time off & availability

Every request in one queue.

The right certificate on every shift.

Shifline tracks staff certifications and documents, alerts you before they expire, and supports your internal food safety procedures with accountable, consistent rostering.

ROLE	CERTIFICATION	IN SHIFLINE
Bartenders & floor staff	RSA	Tracked · alerts
Chefs & kitchen hands	Food safety & handling	Tracked · alerts
Duty managers	First Aid · CPR	Tracked · alerts
All staff	Custom documents you define	Tracked · alerts

Expiry alerts

Warnings before a certificate runs out, so nobody is rostered without one.

Certification-aware rostering

Bar shifts go to RSA-certified staff; kitchen shifts to trained staff.

COMPLIANCE INTEGRATION

Automatic confirmation from the departments that issue it.

Where staff need confirmation from a government body or related department, Shifline can integrate directly with that department's systems and confirm compliance automatically, based on the factors the authority checks.

Direct integration

System-to-system with the relevant department.

Multi-factor checks

Status, qualifications and validity dates.

Visible when rostering

Managers see who is cleared before assigning.

Integrations are set up for each organization and authority.

Set the rates once. Shifline calculates payroll for you.

Set hourly rates by role and shift type, including weekend, late-night, public holiday and overtime rates. Shifline takes the clocked hours, applies the right rate and creates the payroll automatically, with labour cost visible by venue and department.

1

Set up pay rules

Rates per role, shift type, penalty, overtime and public holiday.

2

Clock-ins capture real hours

Including breaks and split shifts.

3

Shifline calculates automatically

Hours x the right rate for every shift, including penalties and overtime.

4

Payroll is created

Approved by the office; pay slips go to each employee's app.

ROLE	SHIFT / RATE TYPE	HOURLY RATE
Front desk agent	Day · Night audit · Weekend	Set by you
Room attendant	Day · Weekend · Overtime	Set by you
Chef / cook	Split shift · Late night	Set by you
Server / bartender	Event · Public holiday	Set by you

Timesheets

Penalty rates

Overtime

Public holiday rates

Labour cost by venue

Pay slips in the app

Payroll & HR integration

One platform for every department.

Front office

Reception, concierge and night audit covered around check-in and check-out peaks, with handovers that never leave the desk empty.

Housekeeping

Room attendants and supervisors rostered by floor and shift, with attendance and overtime in view.

Kitchen (back of house)

Chefs, cooks and kitchen hands on split shifts and rotations, with food-safety training tracked for every cook.

Restaurant & bar (front of house)

Servers, baristas, bartenders and cashiers matched to breakfast, lunch and dinner peaks.

Events & banqueting

Weddings, conferences and functions staffed fast with broadcast shifts and certification checks.

Cafés, QSR & food chains

Many small venues, one central view, consistent rotas and labour cost across every location.

FOR THE PEOPLE WHO RUN THE ROTA

General managers

Department heads

Restaurant & bar managers

Head chefs

Executive housekeepers

HR & payroll

Owners & operators

Every property, every venue, one system.

Head office sees rotas, open shifts, attendance, overtime and labour cost across every hotel and outlet. Venue managers run their own rotas, and staff who work across venues see every shift in one app.

Head office

City hotel

Resort

Restaurant

Café

Event venue

Departments inside each property, on one rota

Front desk

Concierge

Housekeeping

Kitchen

Restaurant

Bar

Room service

Events & banqueting

Maintenance

Shifline

SCHEDULE. MANAGE. SUCCESS.

Search anything...

UK

 Sarah Johnson
Manager

Dashboard

Schedule

Employees

Time Off

Messages

Reports

Settings

Dashboard

May 20 - May 26, 2024

Week

Publish

Today's Shifts

18

+2 from yesterday

Employees Working

32

-5 from yesterday

Hours Scheduled

256h

+8% from last week

Labor Cost

\$4,320

-3% from last week

	Mon 20	Tue 21	Wed 22	Thu 23	Fri 24	Sat 25	Sun 26
 Sarah Johnson Manager	32h 9:00 AM - 5:00 PM Manager	9:00 AM - 5:00 PM Manager	9:00 AM - 5:00 PM Manager	OFF	9:00 AM - 5:00 PM Manager	9:00 AM - 5:00 PM Manager	OFF
 David Miller Team Lead	28h 9:00 AM - 5:00 PM Lead	1:00 PM - 9:00 PM Lead	1:00 PM - 9:00 PM Lead	OFF	1:00 PM - 9:00 PM Lead	1:00 PM - 9:00 PM Lead	OFF
 Emily Davis Cashier	24h 10:00 AM - 6:00 PM Cashier	10:00 AM - 6:00 PM Cashier	OFF	1:00 PM - 9:00 PM Cashier	1:00 PM - 9:00 PM Cashier	10:00 AM - 6:00 PM Cashier	OFF
 James Wilson Stockier	20h 8:00 AM - 4:00 PM Stockier	OFF	8:00 AM - 4:00 PM Stockier	8:00 AM - 4:00 PM Stockier	OFF	8:00 AM - 4:00 PM Stockier	8:00 AM - 4:00 PM Stockier
 Olivia Brown Cashier	28h 12:00 PM - 8:00 PM Cashier	12:00 PM - 8:00 PM Cashier	12:00 PM - 8:00 PM Cashier	OFF	12:30 PM - 8:00 PM Cashier	OFF	12:00 PM - 8:00 PM Cashier
+ Add Employee							

Shifline works for managers, owners **and** your team.

For venue managers

Rotas in minutes, not hours
Availability collected, not chased
Swaps approved in the app
Gaps filled with broadcasts
Certificate expiry alerts
Every department on one rota

For owners & finance

Labour cost by venue
Overtime visibility
Automatic payroll
Fewer double bookings
One view of every property
Consistent service at peaks

For your team

The rota on their phone
Shifts known in advance
Availability updated anytime
Easy shift swaps
Pick up extra shifts
Pay slips & leave in the app

BEFORE VS AFTER

From seven scattered tools to one connected workflow.

TRADITIONAL ROSTERING

Spreadsheet rotas

Group chats

Phone calls & texts

Swaps agreed off the record

Paper sign-in sheets

Certificates in a folder

Manual timesheets

SHIFLINE

AI rota planning

Availability in the app

Shift swaps & broadcasting

QR & GPS clock-in

Certificate tracking

Labour cost visibility

Automated payroll

220 staff, 6 venues, one connected workflow.

220

Staff

2

Hotels

4

Restaurants & bars

7

Days a week

Without Shifline, managers rebuild rotas in spreadsheets every week, chase availability in group chats and fix swaps by hand. Payroll means adding up paper timesheets. **With Shifline**:

1

Managers set needs, peaks and events

6

Swaps requested and approved

2

Staff keep availability current

7

Events filled with broadcasts

3

Shifline proposes the rota

8

Staff clock in by QR or GPS

4

Managers review and publish

9

Hours flow into payroll

5

Staff accept on their phones

10

Owners see labour cost by venue

■ Managers / head office ■ Staff (mobile app) ■ Shifline platform

QUESTIONS HOSPITALITY OPERATORS ASK

Does the AI decide who works?

No. It proposes; managers approve every rota.

How does it handle busy times?

You set peaks and events; Shifline staffs to them.

Can staff swap shifts themselves?

They request in the app; managers approve.

Does payroll handle penalty rates?

Yes. Weekend, late-night, holiday and overtime rates.



THANK YOU

Thank you for reading.

We hope this gave you a clear picture of how Shifline helps hospitality businesses roster smarter, serve better and keep every shift covered. The best way to see it is on your own venues.

60-DAY FREE TRIAL

Try Shifline free for 60 days.

Set up your venues and departments, invite your team to the app and run real rotas for two full months. No credit card required.

Start your free trial

app.shifline.com

PERSONAL DEMO

Prefer a guided walkthrough?

Contact us for a demo tailored to your hotel, restaurant or group, using your own venues, departments and pay rules.

Book a demo

info@shifline.com

EMAIL

info@shifline.com

WEBSITE

www.shifline.com

MOBILE APP



ADDRESS

30 N Gould St, Sheridan,
WY 82801, United States