

# Homewood Suites by Hilton Increases Employee Time & Attendance Efficiency

## BUSINESS CHALLENGE

Homewood Suites needed an efficient way to measure employee time and attendance. Their manual I.D. swipe process led to inaccuracies that required additional managerial burden.

## SOLUTION

WaspTime Biometric Time and Attendance System provides an accurate, sophisticated tracking mechanism that has enabled Homewood Suites management to make time and attendance tracking a hands-off effort.

## BENEFITS

- Accurate, sophisticated labor tracking
- No manual adjustments
- Efficient time tracking
- Confidence in Human Resources expenditures

## CUSTOMER PROFILE

Homewood Suites by Hilton® at Denver International Airport is located at Gateway Business Park. The extended stay hotel is close to training facilities and corporations to keep guests productive their home away from home in Denver.



*We were up and running within an hour and we haven't worried about employee time tracking since then.*

*- Margo Solis, Manager, Homewood Suites by Hilton® at Denver International Airport*

Homewood Suites is best known as a home away from home, providing customers all the comfort they've come to expect from a Hilton franchise. Their Denver International Airport establishment boasts free Wi-Fi, a 24-hour business center, on-site convenience store, daily meals, and complimentary grocery service. In order to offer the comprehensive services that give travelers that "home away from home" feel, staff must coordinate daily duties in a timely, efficient manner.

### **The Problem: Time Sheet Errors and Missing I.D. Cards**

Before Homewood Suites implemented the WaspTime Biometric Time and Attendance System, staff members used magnetic I.D. swipe cards to clock in and out. If the card didn't work – which was often the case – staff could manually enter their I.D. code. The time tracking system left room for errors, such as lost key cards, I.D. code discrepancies, and time sheet corrections.

"If an employee arrived to work, on time and in full uniform without their I.D. swipe card, they needed to get manager approval for a manual employee I.D. punch. The extra steps of tracking down a manager to verify their I.D. number often made employees late," said Margo Solis, Front Office Manager, Homewood Suites, Denver International Airport. "The process was extremely frustrating for employees, because all they want is to clock-in and get to work. But on days when their swipe card was forgotten or wasn't working, they had to track down a manager to verify on the time sheet that they showed up to work."

To alleviate the burden of a missing I.D. card, employees began clocking in for one another in order to clock in on time. As such, the company experienced a decrease in employee arrival time accountability. Likewise, an increase in time sheet errors meant employees and managers spent more work time addressing time sheet discrepancies. Constant corrections were being made, staff members weren't performing their

duties on time, and managers were tied up adjusting time sheets. All of these things detracted Homewood Suites by Hilton from their primary focus: making travelers feel at home.

### The Solution: WaspTime Biometric Time & Attendance

After evaluating several time and attendance options, Homewood Suites elected to use Wasp’s Biometric Time and Attendance System. The competitive price initially attracted Homewood Suites management, who soon discovered just how much more efficient their processes could be. The WaspTime solution pairs time and attendance software with a biometric employee time clock. The biometric clock allows employees to clock in and out quickly and easily, using only their fingerprint. WaspTime provides accurate, reliable employee time and attendance tracking with very little managerial intervention.

With the WaspTime Biometric Time and Attendance solution, employees register their unique employee number by scanning their fingerprint. Easily misplaced and forgotten I.D. cards were replaced by a sophisticated and

accurate tracking mechanism. According to Solis, “Wasp guided us through the software installation. Once that was complete, we registered each employee and input the data. We were up and running within an hour and we haven’t worried about employee time tracking since then.”

Wasp’s customer support made implementation an easy process for Homewood Suites. “I work in the hospitality industry so I value making someone feel important. I really appreciated Wasp’s customer service and support. I never felt like I was a number or an inconvenience,” said Solis.

WaspTime gives Solis an accurate reading of punches, lunch breaks, and time-off. “Whether you’re downloading information about 5 employees or 50, it takes less than 2 minutes to pull a report,” Solis said. “The WaspTime solution does its job – ensuring that every Homewood Suites employee can focus on more important items. To ensure our hotel runs smoothly, we have to prioritize everything, and clocking in and out shouldn’t be our top priority. With the WaspTime Biometric Time and Attendance solution, we don’t have to worry about our time sheets.”

### HOW WASPTIME HELPS HOMEWOOD SUITES BY HILTON

- Quick clock in and out
- No swipe cards to keep track of
- No need to track down managers to correct time sheets
- Efficient data input
- Punches, lunch breaks and time-off are all easily recorded
- Expedited payroll process
- Easy-to-use software

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- Margo Solis, Manager, Homewood Suites by Hilton® at Denver International Airport

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