



Scheduling Requirements

THE IMPACT: Scheduling effectively for sales is foundational for success at Rally House. Ensuring consistent coverage to deliver exceptional guest experience and accomplish all workload is essential to store success. At Rally House, all schedules follow the guidelines below to support the business and are completed on time to support our Team Members.

THE GAME PLAN:

Staffing and Coverage Requirements

Use the following guidelines to ensure proper staffing levels, support key business periods, and maintain operational execution:

- Schedule is posted in Legion no later than Wednesday by 5pm, 10 days prior to the start of the schedule.
- Minimum Staff 1 Locations:
 - Hours to support two-part coverage are provided for 4 hours midday to allow for:
 - Break coverage
 - Task completion
 - A 30-minute meal break is scheduled for any Team Member working 5 hours or more.
- Minimum Staff 2 Locations:
 - A minimum of two Team Members should be scheduled at all times, including at least one member of leadership.
 - Two Team Member coverage is maintained during all meal breaks.
 - A 30-minute meal break is scheduled for any Team Member working 5 hours or more.
- Team Captains are scheduled 15-25 hours per week, based on business needs.
 - May be scheduled for additional hours during peak events.
- Teammates are scheduled based on the needs of the business. Scheduled hours may vary depending on business demands, store needs and Teammate availability.
 - Regular Teammates are expected to maintain availability for a minimum of four days per week and be available to work shifts of at least 4 hours.
 - Seasonal Teammates are expected to maintain availability for at least two days across Friday, Saturday, and Sunday.

Full-Time Leader Scheduling Requirements

Use the following guidelines to ensure consistent leadership coverage and support business needs:

- Full-time Leaders should be scheduled 40 hours per week/80 hours per pay period.
 - Overtime is kept to a minimum and requires District Manager approval.
 - Maintain open availability to support needs of the business.
- Schedule Full-time Leaders in offset shifts to maximize coverage and keep overlapping shifts to a minimum.
 - One leader opening and one closing.
 - On peak days, one leader opening and one working a mid-shift.
 - Leaders should not consistently work the same shifts unless required by the business.



Scheduling Requirements

- Full-time managers are expected to:
 - Work 5 days per week.
 - Work 3 weekends per month.
 - For each scheduled weekend, work at least two of the following:
 - Friday - Saturday - Sunday
 - Full-time Leaders may not be scheduled for the same weekend off, without District Manager approval.
 - The goal is to ensure Full-time Leadership coverage Friday through Sunday, aligned to sales volume and business needs.

Leadership Schedule Guidelines			
	Head Coach/Campus Head Coach	Assistant Coach	Team Captain
Weekly Hours (approx.)	40	40	15-25
Closing Shift Requirements	Balanced mix of opening, mid and closing shifts; shared across leadership.		As business requires
Weekend Shifts	Work 3 weekends per month: support Friday-Sunday coverage		As business requires
Holiday Coverage	No time off Black Friday weekend and the two weekends leading up to Christmas. Christmas Eve should have at least 1 FT manager scheduled.		
Event Coverage	Schedule based on store-specific events and local market needs.		

Key Business Coverage

At Rally House, our guest traffic and peak periods are driven by key events throughout the year. To support our guests during these events, and to maximize the sales opportunities.

- Full Time Leaders are scheduled to support key business periods, including:
 - Team specific game days, playoffs, and wins
 - Team and location specific events
 - MLB Home Opening Weekend
 - All home game weekends (NFL / NCAA game day stores)

Guiding Principle

Schedules should be built to support:

- Team Member Engagement and Success
- Consistent Leadership presence.
- Sales and traffic patterns.
- Exceptional guest experience.
- Operational execution.