

THE IMPACT:

A strong schedule puts the right number of Team Members in the right place at the right time.

Schedule Score measures how well a schedule aligns staffing coverage with expected business demand. Legion automatically calculates Schedule Score during schedule creation and updates the score whenever schedule edits are made.

Schedule Score should be used as a scheduling tool to identify opportunities, improve coverage, and help ensure staffing levels align with the needs of the business.

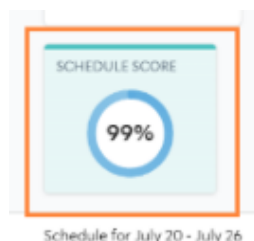
A strong Schedule Score helps support:

- Better staffing alignment
- Stronger sales floor coverage
- Improved Guest support opportunities
- More effective labor utilization

GAME PLAN:

Schedule Score Goal

Our Goal: **Schedule Score of 95% or greater.**



To support that goal:

1. Review Schedule Score while creating schedules.
2. Review Schedule Score after major schedule edits.
3. Focus on improving daily scores to support overall weekly performance.
4. Adjust staffing, breaks, or coverage opportunities before publishing whenever possible.

Coach's Tip

Do not chase the weekly score first. Start with the lowest-scoring day, identify the lowest-scoring time blocks, and then review staffing levels, breaks, leadership coverage, and Open Shifts.

Understanding Schedule Score

Schedule Score evaluates how effectively scheduled Team Members align with anticipated business demand throughout the day.

A higher Schedule Score generally means the schedule is better aligned to Legion's forecasted demand.

Higher scores typically indicate:

- Better staffing alignment
- Stronger sales floor coverage
- Improved Guest support opportunities
- More effective labor utilization

How Schedule Score Is Calculated

Schedule Score is calculated using two coverage measurements that compare scheduled labor against Legion's forecasted business demand.

Legion reviews coverage in 15-minute intervals to determine how closely scheduled staffing aligns with expected demand.

Regular Hour Coverage

- **Regular Hour Coverage accounts for 70% of the overall Schedule Score.**
- Regular Hour Coverage measures how well scheduled labor aligns with expected business demand throughout regular business hours.
- It reviews whether the store is:
 - Properly staffed
 - Over-scheduled
 - Under-scheduled
 - Aligned to forecasted demand throughout the day

Peak Hour Coverage

- **Peak Hour Coverage accounts for 30% of the overall Schedule Score.**
- Peak Hour Coverage measures staffing during the busiest business periods.
- Legion determines peak hours using the demand forecast. Any time period within 25% of the highest demand interval is considered part of peak business hours.
- Peak Hour Coverage reviews whether staffing is aligned during the times Guests are most likely to need support.

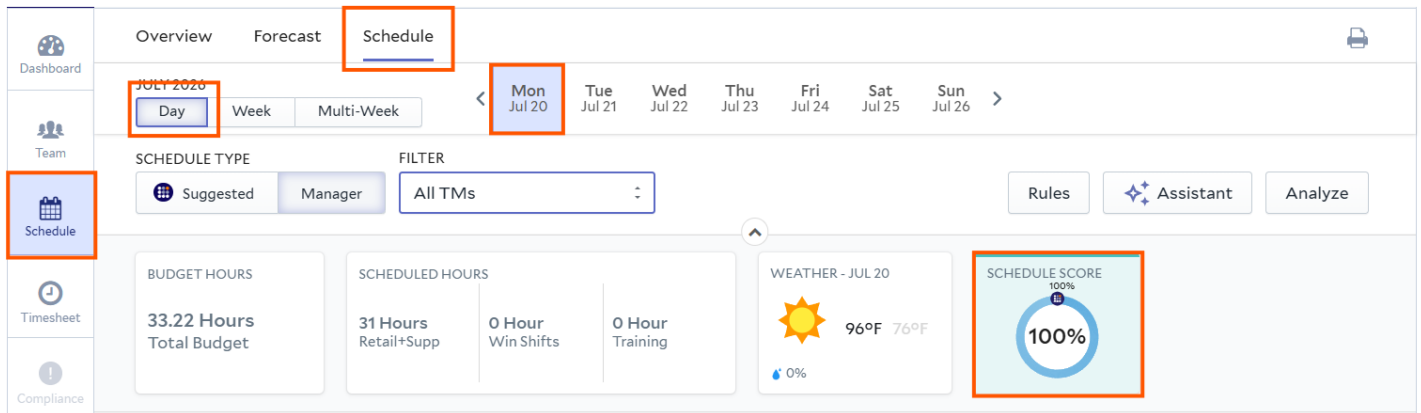
Managing Schedule Score by Day

Weekly Schedule Score is built from the individual daily scores throughout the week. Instead of only reviewing the weekly score, Head Coaches should review daily scores to identify opportunities and make adjustments where needed.

Use Day View to review Schedule Score and identify staffing opportunities.

Steps to Review

1. Navigate to Schedule.
2. Select Day View.
3. Select the day you would like to review.
4. Locate the Schedule Score Smart Card.
5. Review the Schedule Score and any identified opportunities.



Understanding the Schedule Score Grid

The Schedule Score Grid provides visibility into staffing opportunities throughout the day. Use the grid to identify time periods where scheduled staffing does not align with Legion's demand forecast.

When reviewing the grid, look for:

- More Team Members scheduled than demand requires
- Fewer Team Members scheduled than demand requires
- Break overlap creating coverage gaps
- Leadership coverage gaps during key business periods
- Open Shifts impacting coverage

	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM
Schedule Score	100	100	100	100	100	100	77	67	53	100	100	100	100	100	100
Team Members in Budget for that Hour	0	2	2	2	3	3	3	3	3	4	4	3.5	2	2	0
Team Members on Scheduled for that Hour	0	0.5	2	2	3	2.5	4	3.5	4.5	4	3	2	2	0.5	0

Lower Schedule Scores may be caused by either over-scheduling or under-scheduling compared to Legion's forecasted demand. Review the impacted time blocks to determine whether coverage should be added, reduced, or shifted to a better time.

Diagnosing a Low Schedule Score

If Schedule Score is below expectation, review the impacted day and time block before making schedule adjustments.

Start with the lowest-scoring day first.

When reviewing daily scores

- Identify the day with the lowest score.
- Review the highlighted time blocks.
- Compare scheduled Team Members to forecasted demand.
- Review break placement and overlap.
- Confirm leadership coverage during key business periods.
- Review Open Shifts.
- Adjust coverage before publishing whenever possible.

Review in this order:

1. Staffing Levels

Compare the number of scheduled Team Members to the number of Team Members needed during the impacted time period.

Ask:

- Are too many Team Members scheduled?
- Are too few Team Members scheduled?
- Would moving a shift improve coverage?

2. Break Placement

Review break timing and overlap.

Ask:

- Are multiple Team Members on break at the same time?
- Are breaks reducing coverage during peak business periods?
- Can breaks be adjusted to better support Guest traffic?

3. Leadership Coverage

Review leadership coverage during key business periods.

Ask:

- Is leadership coverage aligned to peak demand?
- Is there leadership support during high-volume time blocks?
- Does coverage support floor coaching and Guest experience?

4. Open Shifts

Review Open Shifts that may impact coverage.

Ask:

- Are Open Shifts creating staffing gaps?
- Do Open Shifts fall during peak business periods?
- Should Open Shifts be filled, adjusted, or redistributed?

5. Schedule Timing

Review whether shift timing supports the forecasted demand.

Ask:

- Should a shift start earlier or later?
- Should a shift be shortened or extended?
- Would moving coverage from one time block to another improve the score?

What Great Looks Like

A strong schedule should meet the following expectations:

- Schedule Score is **95% or greater**.
- Daily scores are reviewed before publishing.
- Lowest-scoring days are reviewed first.
- Highlighted time blocks are reviewed and adjusted when needed.
- Break placement supports coverage.
- Leadership coverage aligns with key business periods.
- Open Shifts are reviewed as part of the diagnosis.
- Staffing aligns with Legion's forecasted business demand.