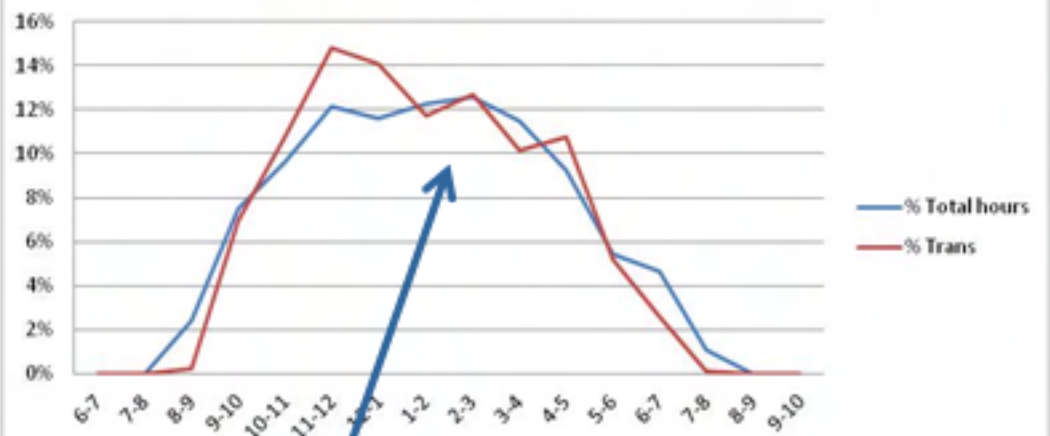


% Hours & Trans by Hour - Week composite



Graphs: Sample staffing for 2nd week in December – week composite appears acceptable. The daily hours distribution is less desirable. Note that the CS vs. Ops hours distribution is based upon an *estimate*. This profile is in alignment with our observation of Ops tasks being performed during key selling periods. More scheduling guidance for the stores is needed.

Composite Week Pattern appears acceptable

Daily pattern, however, indicates need for improvement

Estimated CS & Ops Hours Patterns

