

ShiftOptimizer

Marketing Handbook

Turn table-games staffing complexity into a clear, controlled management workflow.

Plan smarter. Expose shortages earlier. Publish with confidence.

A concise business guide for casino General Managers, Table Games leaders, Shift Managers and roster planners.

THE AIM

One clear view of the entire roster journey

ShiftOptimizer helps casino table-games leaders move from staffing facts and operating demand to a roster that can be reviewed, approved, published and followed up.

The central promise

Bring the people, the rules and the real staffing requirement together before the schedule becomes an operational problem.

01

See the real picture

Understand available capacity, qualifications, workload and demand in one connected scheduling flow.

02

Act on visible gaps

Turn a percentage into exact uncovered positions, then focus management attention where it is needed.

03

Keep control human

Managers review, correct, approve and publish. The application supports the decision; it does not replace it.

From planning to publication

1

Workforce facts

2

Operating demand

3

Rule-aware draft

4

Visible shortages

5

Manager decision

6

Official roster

WHY IT MATTERS

Scheduling problems rarely begin on the roster

They begin with disconnected facts, late changes, unclear demand and decisions made without a complete view.

Hidden shortages

A roster can look complete while a specific shift, game, role or location is still exposed.

Qualification mismatch

A name in a slot is not enough. The assigned person must be eligible for the work on that date.

Uneven workload

Repeated night, weekend or high-hour assignments can create avoidable fairness and fatigue concerns.

Weak follow-up

Publishing is not the end. Managers still need to know who has seen and acknowledged the official schedule.

ShiftOptimizer changes the conversation

Instead of asking only, "Is the roster finished?" management can ask: Is demand covered? Are assignments eligible? Where are the shortages? What requires a decision? Which exact version was approved and published?

BUILT FOR CASINO OPERATIONS

The right information at each management level

ShiftOptimizer supports the people who plan the floor, protect coverage and need confidence in the final roster.

GENERAL MANAGER

Executive visibility

Review coverage, workload, exceptions and the management path behind the published roster.

**TABLE GAMES
MANAGER**

Demand versus capacity

Convert the operating plan into explicit staffing requirements and see where capacity does not match the plan.

**SHIFT MANAGER /
PLANNER**

Practical roster control

Generate, inspect, adjust and validate the roster with clear reasons and visible consequences.

CASINO STAFF

Official schedule clarity

See the published assignments relevant to the individual and acknowledge receipt.

One workflow. Different views. A shared understanding of what is planned and what still needs attention.

THE MANAGEMENT JOURNEY

From operating demand to an official roster

Each stage builds on the one before it, so changes remain understandable and the final schedule remains a management decision.



Dashboard
Today's scheduling position and the next actions that need management attention.

Active staff 36	Unavailable today 2	Pending acknowledgements 0	Upcoming events 1
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RECOMMENDED NEXT ACTION
Generate the first draft
No assignments exist yet. Confirm availability and demand, then generate the deterministic draft.

Upcoming Week Draft
2026-08-12 to 2026-08-18 · Version 1

Assignments 0	Open errors 0	Warnings 0	Status Draft
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[Open roster workspace](#) [View reports](#)

Guided manager flow

- Review staff availability and restrictions.
- Confirm staffing demand and special events.
- Generate a deterministic draft roster.
- Correct conflicts and run validation.
- Review workload fairness, approve and publish.
- Track staff acknowledgement and revisions.

The dashboard turns current roster status into the next meaningful management action.

CAPABILITY 1

Know the workforce you can actually schedule

Maintain the operational facts that matter for table-games rostering without burying managers in unrelated personnel administration.

MANAGEMENT VALUE

Build from verified scheduling facts

- See active staff by operational role.
- Match game and role qualifications to the work required.
- Plan around minimum, target and maximum weekly hours.
- Use rest, consecutive-day and shift-preference rules as scheduling context.

BOTTOM LINE

A roster starts with the right people for the right work - not just a list of available names.

STAFF TIMERS

Find staff by name, employee code, role, or status.

All roles

All stations

Apply

Reset

Staff records

36 shown

CODE	NAME	ROLE	QUALIFICATIONS	MIN / TARGET / MAX	SCHEDULING RULES					STATUS	ACTION		
T0001	Aiden Adams	Dealer	B, BAC, VIP	0 / 40 / 48 h	0	40	48	5	10	Morning	Save rules	Active	Deactivate
T0002	Blanca Baker	Dealer	B, ROU, POK	0 / 40 / 48 h	0	40	48	5	10	Evening	Save rules	Active	Deactivate
T0003	Carlos Costa	Dealer	B, BAC, CRP	0 / 40 / 48 h	0	40	48	5	10	Night	Save rules	Active	Deactivate
T0004	Daria Dore	Dealer	B, POK	0 / 40 / 48 h	0	40	48	5	10	Morning	Save rules	Active	Deactivate
T0005	Emil Evans	Dealer	B, CRP, ROU, VIP	0 / 40 / 48 h	0	40	48	5	10	Evening	Save rules	Active	Deactivate
T0006	Farah Fernandes	Dealer	B, BAC	0 / 40 / 48 h	0	40	48	5	10	Night	Save rules	Active	Deactivate
T0007	Gavin Grant	Dealer	B, ROU, POK	0 / 40 / 48 h	0	40	48	5	10	Morning	Save rules	Active	Deactivate
T0008	Hana Hassan	Dealer	B, BAC, CRP	0 / 40 / 48 h	0	40	48	5	10	Evening	Save rules	Active	Deactivate
T0009	Ivan Ili	Dealer	B, POK, VIP	0 / 40 / 48 h	0	40	48	5	10	Night	Save rules	Active	Deactivate
T0010	Julia Jensen	Dealer	B, CRP, ROU	0 / 40 / 48 h	0	40	48	5	10	Morning	Save rules	Active	Deactivate
T0011	Kamal Kaya	Dealer	B, BAC	0 / 40 / 48 h	0	40	48	5	10	Evening	Save rules	Active	Deactivate
T0012	Lina Lopez	Dealer	B, ROU, POK	0 / 40 / 48 h	0	40	48	5	10	Night	Save rules	Active	Deactivate

Staff view with fictional data: roles, qualification status and weekly-hour rules.

CAPABILITY 2

Make availability part of the plan from the start

Capture when people can work, when they prefer to work and when a restriction must stop an assignment.

MANAGEMENT VALUE

Reduce avoidable late-stage rework

- Record available, preferred, avoid-if-possible and unavailable periods.
- Support partial-day availability windows.
- Respect practical restrictions such as no-night or no-VIP work.
- Separate hard blockers from softer preference signals.

The screenshot shows a web-based interface for managing staff availability and restrictions. At the top, there are summary statistics: 100% 7-day completeness, 0 missing entries, 14 unavailable shown, and 4 active restrictions. Below this, the 'Availability period' section allows filtering by Start and End dates (08/12/2028 to 08/18/2028) and Role (All roles). The 'Bulk-set availability' section lists staff members and allows setting availability for a specific date (mm/dd/yyyy) with a reason. The 'Copy previous availability' section allows copying availability from a previous date. The 'Record one availability entry' section allows recording availability for a specific staff member (Adrian Adams) on a specific date (mm/dd/yyyy). The 'Add scheduling restriction' section allows adding a restriction (e.g., 'No night shifts') with a rule strength (e.g., 'Hard rule').

Availability and restrictions view using fictional staff and dates.

BOTTOM LINE

Managers see scheduling reality before generation, not after the roster has already been circulated.

CAPABILITY 3

Turn the operating plan into explicit staffing demand

Define the people needed by date, shift, role, qualification, location and game - with special events added deliberately by management.

MANAGEMENT VALUE

Make the staffing requirement visible

- Build reusable demand plans for regular operating patterns.
- Adjust the plan for the exact roster period.
- Apply VIP weekends or special events only when management decides they affect demand.
- Keep required headcount connected to the exact shift and operating position.

BOTTOM LINE

The roster is measured against a clear management requirement, not an unexplained spreadsheet total.

Demand
Copy standard weeks, bulk-adjust requirements, and maintain staffing demand by operational period.

Operational plans: 2 Reusable templates: 0 Requirements shown: 63 Required positions: 159

Demand filters
Focus on one plan, date, role, pit, or game.

Plan: Standard Week Date: mm/dd/yyyy Role: All roles Search: Plan, location or game

Apply Reset

Create demand plan

Name: Start: mm/dd/yyyy End: mm/dd/yyyy Notes: Create plan

Copy or template a demand plan

Source plan: Standard Week New name: Target start: mm/dd/yyyy Copy type: Operational plan Create copy

Add demand requirement

Plan: Standard Week Date: mm/dd/yyyy Shift: Morning Role: Dealer Qualification: None Required positions: 1 Location: Game type: Add requirement

Bulk-adjust demand

Plan: Standard Week Start: mm/dd/yyyy End: mm/dd/yyyy Shift: All shifts Role: All roles Operation: Set count to Value: 1 Update matching requirements

Standard Week Operational 2026-08-12 to 2026-08-18 63 requirements

Historical Casino Operations Week Operational 2026-08-04 to 2026-08-10

Demand planning view: reusable plans, operational requirements and event context.

CAPABILITY 4

Generate a rule-aware first draft in seconds

ShiftOptimizer creates a consistent starting point using the same workforce facts, demand and scheduling rules every time.

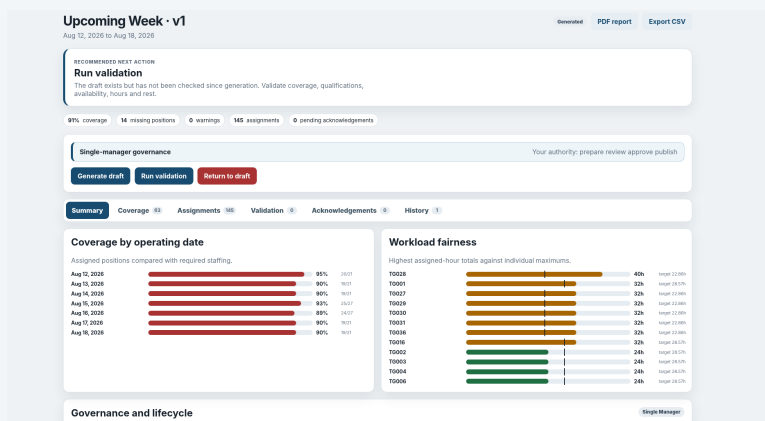
MANAGEMENT VALUE

Start faster without hiding reality

- Automatically block inactive, unavailable or unqualified staff.
- Avoid overlaps, insufficient rest and maximum-hour breaches.
- Consider workload, shift preference and night/weekend balance when ranking eligible options.
- Produce a repeatable draft that managers can inspect and improve.

BOTTOM LINE

The application accelerates the first draft while leaving the final decision with experienced casino management.



Generated fictional roster: 145 assignments, 91% coverage and 14 visible gaps.

CAPABILITY 5

See exactly where coverage is still exposed

A single percentage is not enough. ShiftOptimizer resolves the headline into the exact date, shift, role, qualification, game and location that remains uncovered.

MANAGEMENT VALUE

Turn shortages into actionable decisions

- Filter immediately to uncovered requirements.
- Separate one type of shortage from another.
- Prevent overstaffing in one area from disguising a gap elsewhere.
- Use the shortage picture to guide operational decisions outside the roster when capacity simply does not exist.

BOTTOM LINE

No fake completeness: if there is no eligible capacity, the shortage stays visible for management action.

SHIFT OPTIMIZER
The draft roster has not been checked since generation. Validate coverage, qualifications, availability, hours and rest.

95% coverage 14 missing positions 0 warnings 145 assignments 0 pending acknowledgements

Single-manager governance Your authority: prepare review approve publish

Generate draft Run validation Return to draft

Summary Coverage **Assignments** Validation Acknowledgements History

Coverage filters
Focus the workspace without changing the roster or report evidence.

Staff / game Date Shift Role Location
Name, code, game mm/dd/yyyy All shifts All roles All locations Shortages only Apply Clear

Save current filters
e.g. VIP shortages Save

Coverage matrix 8 requirement lines

Exact requirement-to-assignment coverage by date, shift, role and location.

DATE	SHIFT	ROLE	QUALIFICATION	LOCATION / GAME	REQUIRED	ASSIGNED	GAP
Wed, Aug 12, 2026	Night	Inspector	INS	Main Pt	2	1	1
Thu, Aug 13, 2026	Night	Inspector	INS	Main Pt	2	0	2
Fri, Aug 14, 2026	Night	Inspector	INS	Main Pt	2	0	2
Sat, Aug 15, 2026	Night	Inspector	INS	Main Pt	2	0	2
Sun, Aug 16, 2026	Night	Dealer	BJ	Main Pt - Blackjack	6	5	1
Sun, Aug 16, 2026	Night	Inspector	INS	Main Pt	2	0	2
Mon, Aug 17, 2026	Night	Inspector	INS	Main Pt	2	0	2
Tue, Aug 18, 2026	Night	Inspector	INS	Main Pt	2	0	2

Coverage matrix: required, assigned and gap counts for each exact demand line.

CAPABILITY 6

Understand why a person was selected

Managers can inspect the scheduling evidence behind an assignment and preview who is eligible before making a change.

MANAGEMENT VALUE

Make every change easier to challenge

- Review role and qualification match.
- See availability and current workload context.
- Compare target and maximum-hour position.
- Separate eligible candidates from blocked or warning-bearing options before reassignment.

Add assignment against demand

Select the exact demand line first. Role, shift, qualification, location, and game are locked to that requirement.

Demand requirement: 2020-08-12 Morning Dealer BJ Main Pit Blackjack 4/4 assigned

Staff: Aiden Adams Dealer

Correction reason:

Add assignment

Assignment filters

Focus the workspace without changing the roster or report evidence.

Staff / game: Name, code, game or mm/dd/yyyy

Date: mm/dd/yyyy

Shift: All shifts

Role: All roles

Location: All locations

Apply **Clear**

Save current filters: e.g. VIP shortages **Save**

Assignments

Showing 75 of 145 matching assignments - page 1 of 2

DATE	SHIFT	STAFF	ROLE / QUALIFICATION	LOCATION / GAME	EDIT
Wed, Aug 12, 2020	Morning 08:00-16:00	Aiden Adams	Dealer BJ	Main Pit	Aiden Adams Reason required when... Save Why selected - Operational role matched the demand requirement. - Required qualification was active and valid on the shift date. - Selected first by the deterministic ranking from 24 eligible staff. - Scheduled hours before assignment: 16.0 - Weekly hours after assignment: 16.0

Assignment view with selection evidence and eligibility controls.

BOTTOM LINE

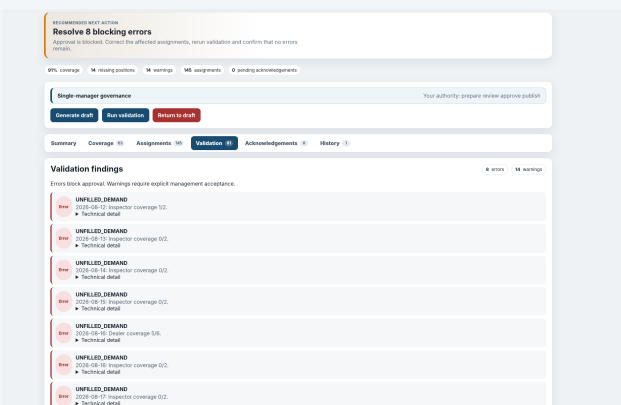
Explainable selection gives managers a stronger basis for coaching, challenge and correction.

CAPABILITY 7

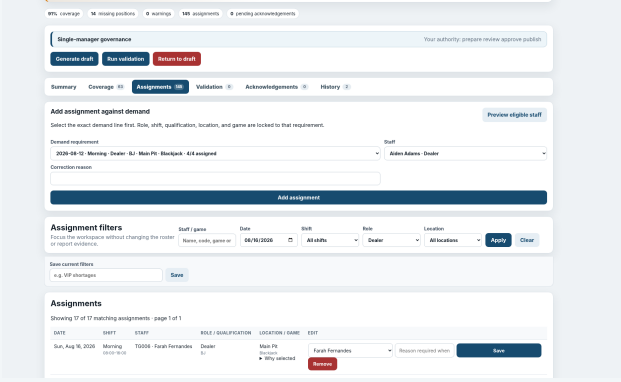
Validate, correct and recheck before approval

Generation is a starting point. ShiftOptimizer turns hidden issues into explicit findings and requires manager changes to be revalidated.

1 FIND



2 CORRECT



A

Blocking errors

Problems that must be resolved before the roster can proceed as valid.

B

Reviewable warnings

Conditions that require management attention and, where allowed, explicit acceptance.

C

Information

Useful context that does not block the workflow but helps management understand the roster.

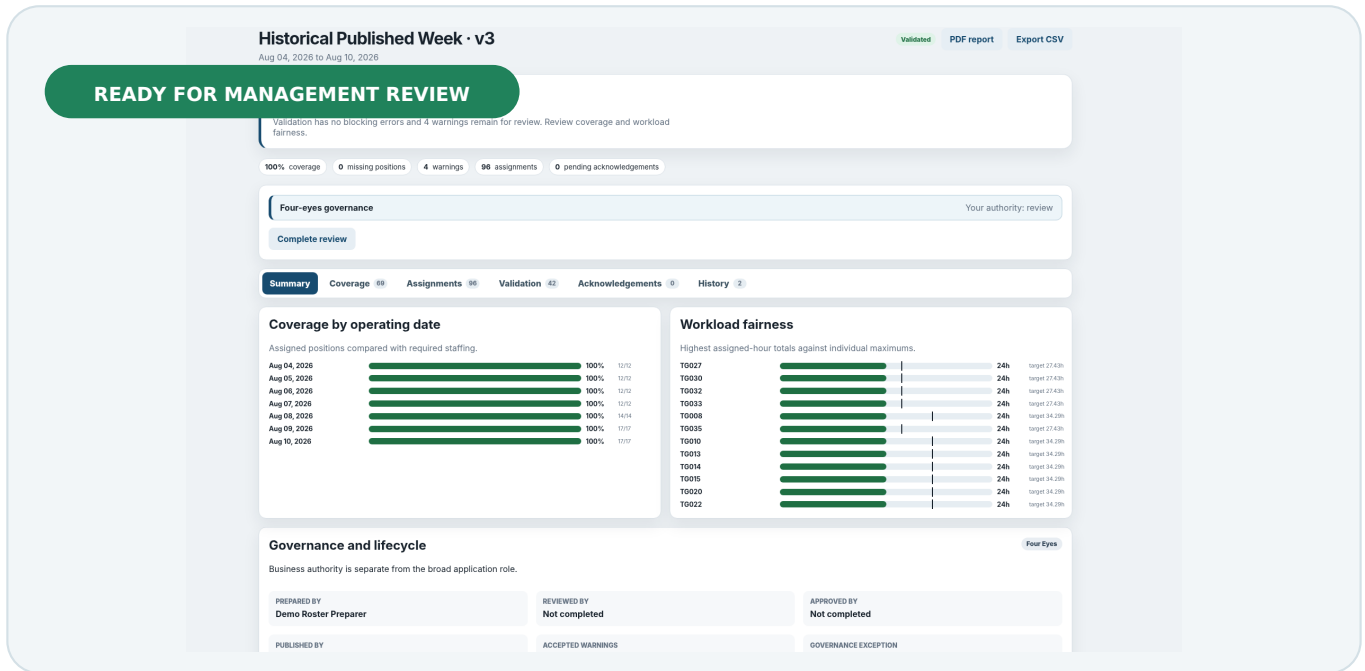
Human judgment stays visible

Managers can add, remove or reassign staff with a recorded reason. The same checks then run again, so a manual change is never treated as automatically correct.

CAPABILITY 8

Put the management decision on a controlled path

Choose a practical single-manager flow or a separated review model, then take the exact roster through review, approval and publication.



1

PREPARE

Build and validate the roster.

2

REVIEW

Challenge the exact version and record the management review.

3

APPROVE

Accept the exact reviewed content and any permitted unresolved warnings.

4

PUBLISH

Release the approved version as the official roster.

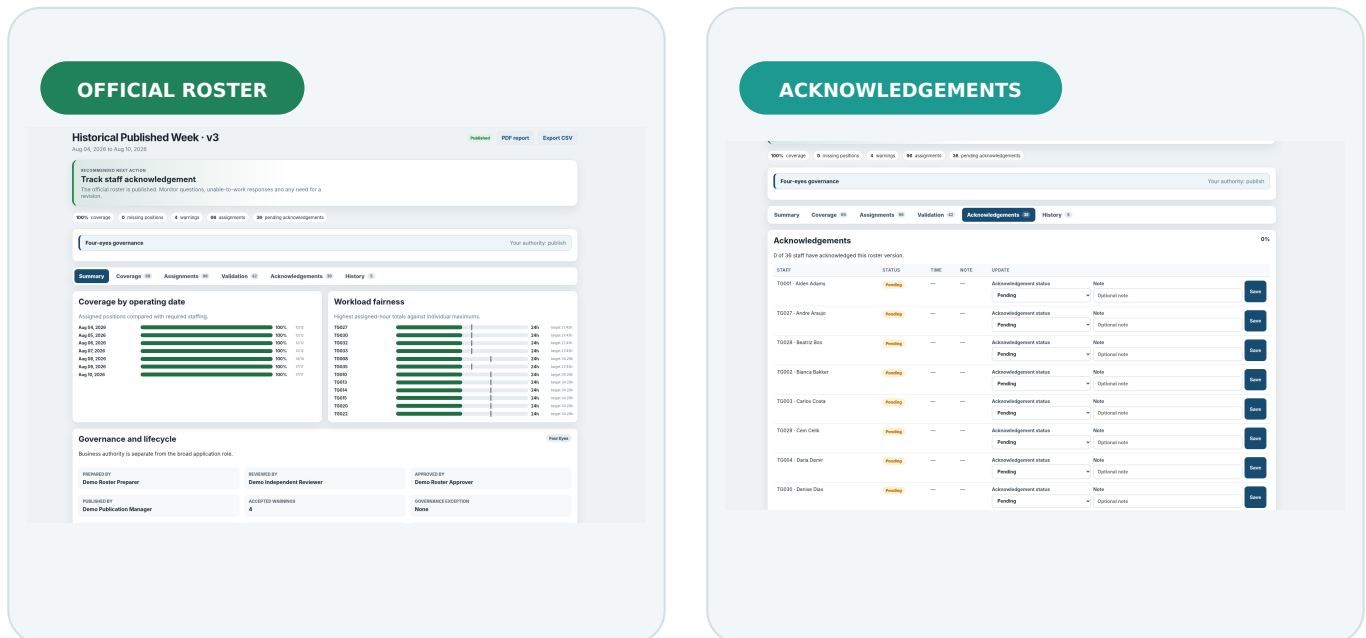
Why it sells

Management knows which roster was reviewed, who approved it and which exact version became official. If the roster changes, it follows the path again instead of borrowing approval from the previous version.

CAPABILITY 9

Publish clearly and close the follow-up loop

Publication turns the approved roster into the official schedule and creates a clear follow-up view for managers and staff.



Ready for the floor

- Managers can monitor pending and completed acknowledgements.
- Staff see the published assignments relevant to them.
- The official schedule remains connected to its period and version.

Publication is not the finish line

ShiftOptimizer gives the operation a practical answer to the next question: has the roster reached the people who need to act on it?

CAPABILITY 10

Correct the schedule without losing the story

Late changes happen. ShiftOptimizer preserves the earlier official version, creates a revision and shows what changed.

VERSION COMPARISON

100% coverage 4 ratings 10 assignments 10 pending acknowledgments

Your authority: prepare review approve publish

Create revision

Summary Coverage Assignments Validation Acknowledgments History

Version comparison 120 changes

Operational differences from the superseeded roster version.

TYPE	DATE	EMPLOYEE	ROLE	BEFORE	AFTER
Revised	Aug 04, 2020	T0028 - Bianca Ross	Inspector	Morning - Main Pt	---
Revised	Aug 04, 2020	T0002 - Bianca Baker	Dealer	Evening - Main Pt - Backlog	---
Revised	Aug 04, 2020	T0003 - Carlos Costa	Dealer	Night - Main Pt - Backlog	---
Revised	Aug 04, 2020	T0004 - Carla Davis	Dealer	Morning - Main Pt - Backlog	---
Added	Aug 04, 2020	T0030 - Denise Diaz	Inspector	---	Morning - Main Pt
Revised	Aug 04, 2020	T0005 - Eric Evans	Dealer	Evening - Main Pt - Backlog	---
Revised	Aug 04, 2020	T0006 - Frank Fernandez	Dealer	Night - Main Pt - Backlog	---
Revised	Aug 04, 2020	T0007 - Gabe Grant	Dealer	Morning - Main Pt - Backlog	---
Changed	Aug 04, 2020	T0008 - Hans Hansen	Dealer	Morning - Main Pt - Backlog	Evening - Main Pt - Backlog
Added	Aug 04, 2020	T0010 - Julia Jensen	Dealer	---	Morning - Main Pt - Backlog
Added	Aug 04, 2020	T0014 - Nadia Novak	Dealer	---	Evening - Main Pt - Backlog
Added	Aug 04, 2020	T0015 - Owen Ortiz	Dealer	---	Evening - Main Pt - Backlog
Changed	Aug 04, 2020	T0020 - Tala Tan	Dealer	Evening - Main Pt - Backlog	Night - Main Pt - Backlog
Added	Aug 04, 2020	T0022 - Vera Vega	Dealer	---	Morning - Main Pt - Backlog

LIFECYCLE HISTORY

Changed	Aug 11, 2020	T0012 - Uma Lopez	Dealer	Morning - Main Pt - Backlog	Morning - Main Pt - Backlog
Changed	Aug 11, 2020	T0014 - Nadia Novak	Dealer	Evening - Main Pt - Backlog	Night - Main Pt - Backlog
Revised	Aug 11, 2020	T0015 - Owen Ortiz	Dealer	Evening - Main Pt - Backlog	---
Added	Aug 11, 2020	T0016 - Priya Patel	Dealer	---	Evening - VP Sales - Backlog
Changed	Aug 11, 2020	T0017 - Quentin Quinn	Dealer	Evening - Main Pt - Backlog	Morning - Main Pt - Backlog
Added	Aug 11, 2020	T0018 - Rosa Reed	Dealer	---	Morning - Main Pt - Backlog
Changed	Aug 11, 2020	T0020 - Tala Tan	Dealer	Night - Main Pt - Backlog	---
Changed	Aug 11, 2020	T0021 - Umar Ulu	Dealer	Night - VP Sales - Backlog	Evening - Main Pt - Backlog
Added	Aug 11, 2020	T0022 - Vera Vega	Dealer	---	Morning - Main Pt - Backlog
Revised	Aug 11, 2020	T0023 - Wesley White	Dealer	Evening - Main Pt - Backlog	---
Added	Aug 11, 2020	T0024 - Zara Zinner	Dealer	---	Evening - Main Pt - Backlog

Lifecycle history

Review, approval, publication and correction evidence for version 3.

- Approved: Demo Roster Preparer**
Published roster copied into a controlled correction revision.
manager: huan.haf@hisco.com
Aug 11, 2020, 10:50 GMT+3
- Approved: Demo Roster Preparer**
Roster assignments generated under the active scheduling rules.
manager: huan.haf@hisco.com
Aug 11, 2020, 10:50 GMT+3
- Revised: Demo Independent Reviewer**
Reviewed coverage, qualifications, restrictions, fairness and validation findings for this fictional demonstration roster.
manager: huan.haf@hisco.com
Aug 11, 2020, 10:50 GMT+3
- Added: Demo Roster Approver**
Approved the fictional roster after independent review and accept the documented scheduling warnings.
manager: huan.haf@hisco.com - a warning accepted
Aug 11, 2020, 10:50 GMT+3
- Added: Demo Publication Manager**
Authorized this approved fictional roster for staff communication.
manager: huan.haf@hisco.com
Aug 11, 2020, 10:50 GMT+3

1

Added

New assignments introduced in the revision.

2

Removed

Assignments taken out of the revised schedule.

3

Changed

Assignments moved or altered between versions.

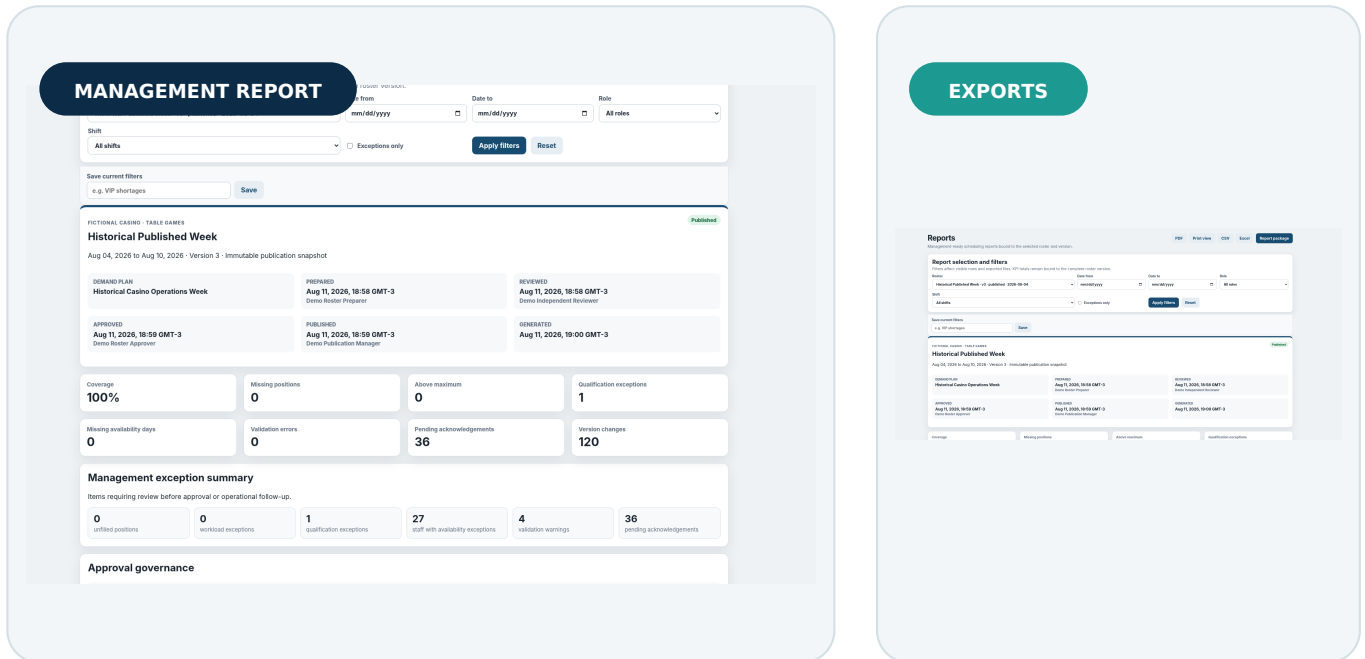
Management confidence

A corrected roster does not silently erase the earlier decision. Leaders can understand what was changed, who moved the workflow forward and which version is now current.

CAPABILITY 11

Turn the roster into management-ready evidence

Reports connect coverage, workload, exceptions, acknowledgements, changes and lifecycle context in one decision-ready view.



Coverage

Required, assigned and uncovered positions.

Workload

Hours and fairness context across the roster.

Exceptions

Qualification, availability and validation findings.

Follow-up

Acknowledgement status and version changes.

PDF | Print view | CSV | Excel | Complete report package

Use the format that suits the GM, the operations team or the next management review.

PRACTICAL USE

Four situations where ShiftOptimizer earns its place

The value is clearest when real casino pressure meets limited qualified capacity and a deadline that cannot move.

1

NORMAL WEEKLY PLANNING

Build from current staff, availability and demand; generate the draft; resolve findings; approve and publish.

2

VIP WEEKEND

Increase Baccarat or Blackjack demand deliberately, then see whether qualifications and coverage can support the plan.

3

UNSOLVABLE SHORTAGE

Keep an uncovered Night Inspector position visible when no eligible capacity exists instead of creating a false solution.

4

LATE CORRECTION

Revise a published roster, compare the change, revalidate it and publish the new official version without deleting history.

The honest advantage

ShiftOptimizer does not invent people, qualifications or availability. It gives management a faster, clearer and more defensible way to work with the capacity the casino actually has.

Better rosters begin with better visibility.

ShiftOptimizer gives casino leadership a practical way to connect staffing reality with operating demand, expose problems early and keep the final decision under human control.

- Clear demand
- Rule-aware drafts
- Exact shortages
- Explainable choices
- Controlled approval
- Management reporting

The system supports the roster decision. Casino management remains in control.