

Zellis Hospitality



# SMARTER HR, PAY AND WORKFORCE MANAGEMENT FOR HOSPITALITY



[zellis.com](https://zellis.com)

UNLIMIT  
WHAT'S  
NEXT 



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When great customer experiences depend on great people, you need every people process working together, with AI-enabled HR, real-time Pay and Workforce Management that fits the reality of multi-site, shift-based operation.

# THE HOSPITALITY PEOPLE CHALLENGE

Every shift has a people equation

Hospitality leaders are expected to deliver consistent service, protect margins, meet compliance obligations and retain talent, all while managing unpredictable demand patterns, variable roles, seasonal peaks and complex pay structures that change by site, by contract and by week.

## THE DAY-TO-DAY REALITY

- High turnover and constant onboarding cycles, with [hospitality having the highest employee turnover in the UK, at 52% in the latest national benchmarking](#).
- Demand volatility that makes scheduling feel like a moving target.
- Complex pay that spans variable hours, allowances, tips and TRONC arrangements.
- Managers stretched between customers, rotas, approvals and more.
- Compliance tasks that cannot slip, even when operations are under pressure.



## THE OPERATIONAL COST OF FRAGMENTATION

When HR, Workforce Management and Pay sit in different systems, the organisation loses time, confidence and control, because managers spend more effort reconciling data and fixing issues, while HR teams spend more capacity on manual administration and exception handling than on the culture, capability and retention work that actually moves the business forward.

For example, a manager updates an employee absence in the scheduling tool, but the change does not flow through to HR or payroll. By the end of the week, HR is chasing corrections, payroll is reworking pay, and the colleague is paid incorrectly, while hours of management and HR time are lost to fixing an issue that should never have happened.

# INTRODUCING ZELLIS FOR HOSPITALITY

## ONE AI-ENABLED PLATFORM FOR THE ENTIRE WORKFORCE JOURNEY

ZellisONE brings together HR, Workforce management and Pay in a single, AI-enabled platform, so hospitality operators can connect the moments that matter, from joining to scheduling to pay day, while giving leaders the visibility and controls they need across every site.



# WHAT YOU GAIN WITH ZELLIS



### Pay you can trust

Support full-time, part-time and variable-hours teams with the controls and automation needed to run payroll precisely, even when contracts, locations and pay elements vary at scale, and even when the business is hiring quickly to meet peak demand.



### Workforce management that keeps you covered

Forecast labour demand, schedule with confidence and respond quickly when trading conditions shift, so coverage stays strong, labour costs stay controlled and managers regain time to lead their teams.



### Mobile self-service that colleagues actually use

Give frontline teams an intuitive mobile experience for rotas, payslips, updates and everyday tasks, which reduces basic queries and improves engagement, because the information people need is available when and where they work.



Zellis is a great system. It's really easy to use and has everything I need in one place. I can check working forecasts and sickness, and all of my employees can request holiday.

**Danni Verdi**

Store Manager at Costa Coffee, Stowmarket



### AI-enabled insight that helps teams stay ahead

With embedded AI supporting the people experience, organisations can surface patterns that matter in a high tempo, customer-facing environment, so that action happens earlier and decisions are made with greater confidence across restaurants, franchise organisations and central teams. The insight is designed to reflect the reality of hospitality operations, where absence spikes can ripple into service pressure, where rapid onboarding quality shapes early tenure retention, and where colleagues need support that feels immediate and accessible on a mobile device.

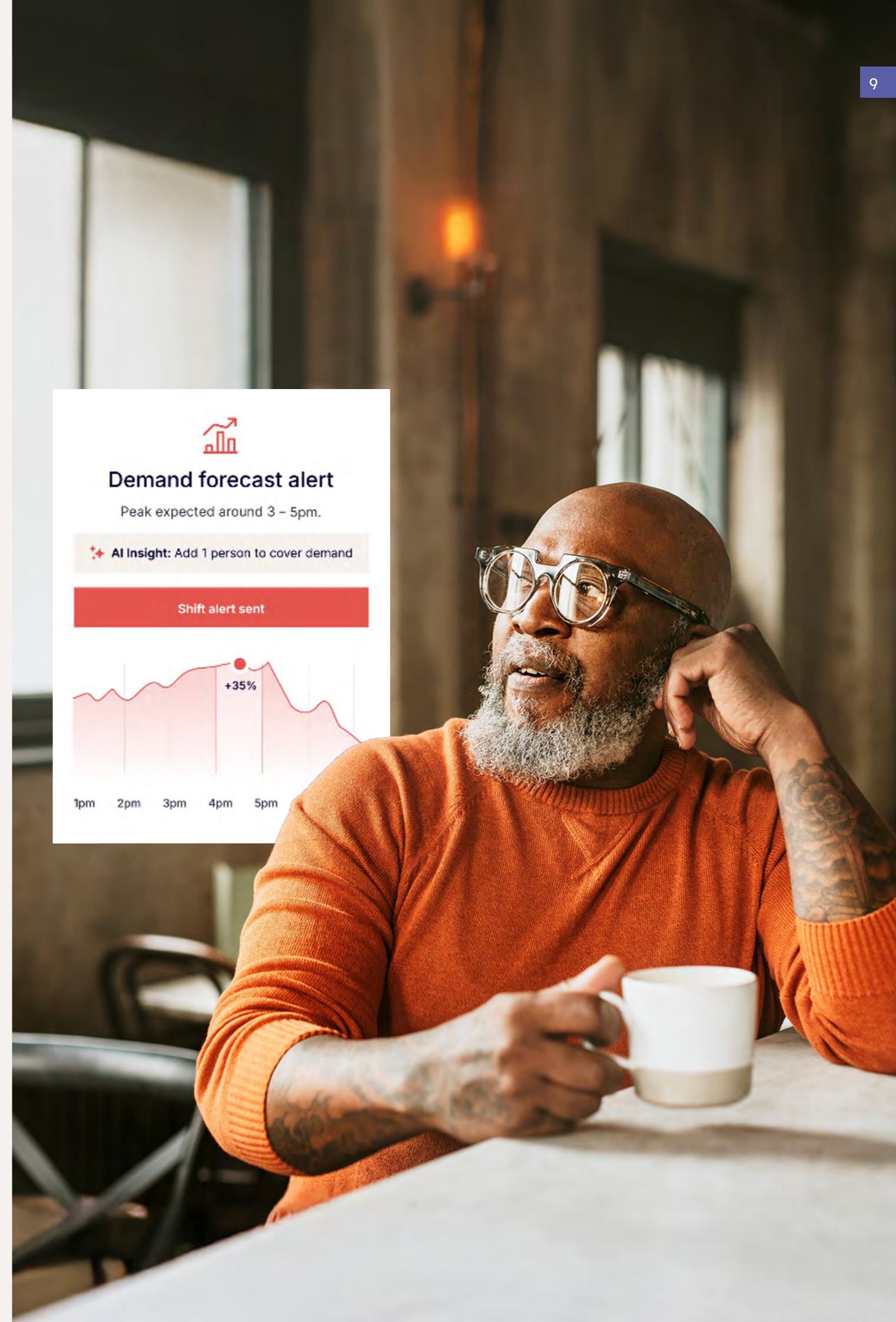
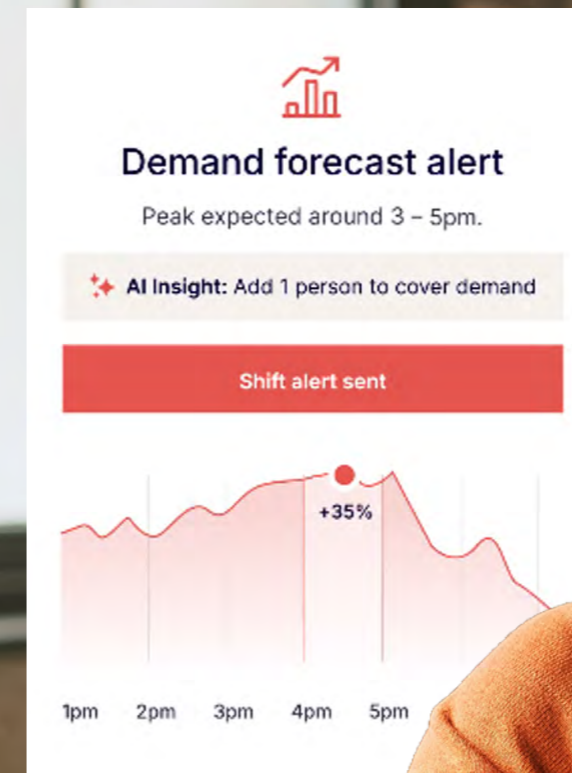
For HR teams, this means clearer visibility of emerging themes, including where workplace concerns cluster, which locations are seeing sustained absence pressure, where onboarding and training milestones are at risk of slipping, and where early signals suggest turnover risk, enabling earlier interventions that protect both colleague experience and operational performance.

For managers, it means quicker access to the information required to take confident action during the working day, with guidance that aligns to policy and process, and with analytics that support prioritisation when time is limited and decisions need to be made quickly.



With people being at the heart of everything we do, it was crucial to us that we have a HR system that enables us to develop and attract new talent whilst continually making our processes simpler, clearer, easier, and more efficient. Zellis offers unrivalled [HR admin](#) and [workforce management](#) functionality with its brilliant shape of day and labour demand forecasting abilities, as well as the plethora of benefits from all the modules, which will undoubtedly improve user experiences and save costs in the long run. We also love the customisable look and feel of the system and are looking forward to working closely with the Zellis team during the implementation process.

**Jane Tilley-Stoneman**  
Head of HR at Centre Island Hotels Ltd



# BUILT FOR HOSPITALITY COMPLEXITY AND COMPLIANCE



## Designed to handle complexity

Hospitality workforces are rarely uniform, which is why Zellis is designed to handle multi-site operations, variable roles, flexible contracts and the realities of frontline scheduling and pay, while still keeping the employee experience consistent, transparent and straightforward.

For example, a multi-site restaurant group can manage full-time teams, seasonal hires and zero-hours contracts in one platform, with scheduling, time and pay rules aligned automatically, so managers do not need different processes for each role or location, and during peak season hiring, hundreds of new starters can be onboarded, scheduled and paid correctly from day one without increasing the administrative burden on HR or payroll.



## Confidence through compliance, built into daily work

Zellis supports the controls and visibility leaders need across the employee lifecycle, including onboarding workflows, right-to-work management, audit-ready pay governance, and the operational checks that matter day-to-day in hospitality, such as National Minimum Wage and National Living Wage alignment, holiday pay calculations, Working Time compliance, minor worker rules, and the handling of tips and TRONC, so compliance becomes a consistent operational rhythm rather than a periodic scramble.

In a high volume, hourly paid environment, compliance becomes most valuable when it is built into the everyday rhythm of the pay period, giving payroll teams earlier visibility of outcomes and giving operational leaders confidence that pay is being handled with consistent control, even when the business is moving quickly across a large estate.

With payroll continuously calculated as inputs arrive through integrations, teams gain the time and clarity to validate exceptions earlier in the cycle, supported by anomaly detection that surfaces unusual outcomes for review, and by reporting that strengthens governance through clearer, more accessible evidence.



## Scalable for every season

Whether you are opening new venues, expanding brands, absorbing TUPE transfers or scaling headcount for peak periods, the platform is built to adapt through configuration and modularity, supporting growth without creating unnecessary disruption.

Even during peak hiring periods, organisations can onboard hundreds of new starters while ensuring schedules and pay are accurate from day one, without increasing HR or payroll administration.



# A TRAVELODGE CASE STUDY:

## Visibility, control and retention at scale

Travelodge is one of the UK's largest hotel brands and needed an HR and Workforce Management system that could bring people processes together in one central hub, supporting thousands of colleagues across hundreds of sites, while keeping operations consistent and predictable.

### The implementation of Zellis:

- Contributed to a 10% reduction in labour turnover
- Supported a 10% increase in average length of service year-on-year
- Enabled 98% of colleagues to have visibility of rotas four weeks in advance, supporting better planning and reducing emergency cover requirements



WATCH THE  
FULL VIDEO CASE  
STUDY [HERE](#)



Our improved ability to forecast labour demand has helped us maintain appropriate staffing levels, avoiding both understaffing and overstaffing. Team Members now have the flexibility to cover unfilled shifts, even across different hotels. This change has had a positive effect on job satisfaction and improved staff retention.

**Sofia Costa**  
Area Operations Manager at Travelodge



# SERVICES THAT SUPPORT FRONT-OF-HOUSE AND BACK-OF-HOUSE TEAMS

## TECHNOLOGY IS POWERFUL, AND OUTCOMES DEPEND ON HOW IT IS DELIVERED

Hospitality teams need a partner that brings deep platform capability together with practical implementation and ongoing operational expertise, because the goal is consistent performance across every venue, not simply a system go-live.



### Advisory services

Guidance that aligns HR, Pay and compliance with fast-moving hospitality operations, while helping you set priorities that deliver value quickly and sustainably.



### Programme implementation services

A tailored setup for multi-venue, multi-contract environments, delivered through a defined and collaborative approach that focuses on adoption, accuracy and operational readiness.



### Technology-enabled services

For hospitality businesses balancing fluctuating demand and complex staffing, managed HR and Pay Services help keep rotas, time capture and payroll outcomes accurate and dependable- reducing the risk of errors during busy services and seasonal peaks.



### Continuous improvement

Ongoing optimisation, insight and best-practice support that helps you reduce admin, improve workforce planning and keep pace as regulations, demand patterns and workforce expectations evolve.



The Workforce Management team at Zellis have worked shoulder-to-shoulder in excellent partnership with Travelodge – both during and long after the implementation process. This ensures that we always have the best-in-class workforce management functionality. Whenever external factors have had any impact on our WFM capability, the team have been proactive in finding fast and smooth solutions. The expert knowledge of the team has enabled us to maximise operational efficiency with ‘Shape of Day’, forecasting (including seasonal impacts), and more. For employees, the self-service functionality, such as picking up uncovered shifts across multiple locations, saves time and helps productivity of employees as well as Managers.

**Mike Zwager**  
Workforce Planning Manager at Travelodge



# THE ZELLIS DIFFERENCE

## A PLATFORM THAT TURNS PEOPLE OPERATIONS INTO A PERFORMANCE ADVANTAGE

ZellisONE is built to unify workforce data and workflows across hospitality operations, enabling leaders to move faster with clearer insight, optimise labour spend and maintain service standards, while giving employees and managers the mobile experiences that remove friction from during busy shifts.

A single system that aligns the records hospitality relies on every day, including colleague details, contracts, rotas, time capture, absences, holiday, tips and TRONC inputs, and payroll outputs, so reporting is consistent and leaders can spot trends and risks before they affect service, cost or compliance.

AI that supports real work ELLA can guide managers and colleagues through everyday HR and pay questions, such as checking holiday balance, understanding payslips, or finding the right policy in the moment, while Zellis' Intelligence Platform brings workforce signals together so leaders can ask practical questions, including where overtime is building, which sites are running short on cover, and how labour cost is tracking against planned demand.

Integration that fits your ecosystem Open APIs and connectors support integration with the systems hospitality teams rely on, such as EPOS and trading data, time-and-attendance devices, finance and accounting, learning platforms, and identity and access tools, while the platform's architecture is designed for enterprise-grade security, flexibility and scalability across large, complex, multi-site organisations.

## FAST FACTS

 **2.4M**

EMPLOYEES PAID MONTHLY

 **99.99%**

NET-PAY ACCURACY

 **29M**

PAYSLIPS PROCESSED ANNUALLY

 **TRUSTED**

BY CIRCA 500 ORGANISATIONS ACROSS THE UK AND IRELAND

 **55+ YEARS**

HR AND PAYROLL EXPERTISE

 **£24.9BN**

PAID THROUGH ZELLIS MANAGED SERVICES ANNUALLY

 **10%**

REDUCTION IN EMPLOYEE TURNOVER

 **5M**

EMPLOYEES EXPERIENCE EASY ACCESS TO BENEFITS

## AWARD-WINNING

- PAYROLL SOFTWARE SUPPLIER OF THE YEAR [GLOBAL PAYROLL AWARDS 2024 / 2025]
- PAYROLL SOFTWARE OF THE YEAR [CIPP - 2020 / 2021 / 2024]
- HR AND PAYROLL SOFTWARE PRODUCT AWARD [THE REWARDS - 2019 / 2021 / 2023 / 2024]

# TAKE THE NEXT STEP

## Ready to unlimit what's next for your hospitality operation?

When people processes run as one, managers regain time, colleagues gain clarity, and service becomes more consistent across every shift, which is exactly where customer experience and profitability begin to reinforce each other.

Join many of the UK and Ireland's leading hospitality brands who are already experiencing the benefits of a platform designed to streamline operations, empower their employees and enhance guest satisfaction.



[BOOK A DEMO](#)

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