

# What 1,200 Managers Are Telling Us About AI and Scheduling

Harri surveyed 1,204 frontline managers — admins, restaurant GMs, and site managers — to understand how their expectations for AI have evolved. The results are clear: managers have moved past curiosity. They know exactly where they need help, and **“help me schedule” is the #1 demand**.

This brief combines those findings with early results from Mitra QSR, a Harri One-Click Schedule™ beta partner, to show what happens when operators act on that demand. We feel this capability will be a game-changer for the industry, so we wanted to share early results. There will be much more to come.



**76%**

of managers are positive toward AI at work



**52%**

#1 ask: build the schedule for me



**11%**

unclear on AI needs (down from 30%+)

FINDING 1

## The Shift: From Curiosity to Operational Demand

In October 2025, over 30% of managers couldn't clearly articulate what they wanted from AI. By April 2026, that figure dropped to just 11%. **Managers aren't asking for novelty. They're asking for help with the routine operational load that eats their time.**

The top three AI wishlist items are tightly clustered around scheduling and admin:

**52%**

**Build the schedule**  
the #1 ask, up from 38% in October 2025

**46%**

**Automate repetitive tasks**  
reduce the admin burden that pulls managers off the floor

**43%**

**Manage schedule change**  
absorb day-to-day swaps and adjustments without friction



**It eliminates lazy scheduling — instead of copying last week and hoping demand is the same, it forces the right schedule upfront.**

– Pushpak Patel, CEO, MitraQSR

## FINDING 2

# Where Manager Time Actually Goes

The survey mapped how managers allocate their 37.2-hour average work week. The data reveals a sobering reality: **less than half of a manager's time (49%) goes to hiring, training, developing their team, and guest interaction** — the work that actually drives employee retention and guest satisfaction.

Scheduling alone accounts for 3.7 hours per week (building + managing). When combined with compliance, reporting, and problem-solving, there are at least 8-10 hours per week where AI has a direct opportunity to give time back.

Task	Avg hrs / week	Percent of time
Guest interaction	11.3	30.4%
Problem solving	4.2	11.3%
Developing team (coaching)	3	8.1%
Compliance / admin	2.3	6.2%
Inventory	2.2	5.9%
Training (new hire, other mandatory)	2.1	5.6%
Scheduling (build)	2	5.4%
Hiring	1.8	4.8%
Reporting	1.6	4.3%
Cash & banking	1.6	4.3%
Scheduling (managing)	1.7	4.6%
Payroll admin	1.4	3.8%
Other	2	5.4%
<b>Total</b>	<b>37.2</b>	<b>100%</b>

Blue-highlighted rows represent 9.4 hours per week of AI-addressable time. Scheduling is the most frequent (3.7 hours), highest-impact starting point.

## OPERATOR SPOTLIGHT: MITRA QSR

# Scheduling time down to less than 2 Minutes

Mitra QSR, an early beta partner for Harri One-Click Schedule™, put the system to the test in a live operating environment. The results validate what the survey data suggests: **when you give managers an AI that actually works, the impact is immediate and measurable.**

**93%**

Weekly scheduling time given back to each manager, per week

**98%**

Schedule accuracy — factoring in demand, compliance, preferences, and cost targets

**4%**

Labor savings — without compromising on guest experience or cutting headcount

**57M**

Permutations evaluated in under 30 seconds — for a single schedule generation

Importantly, the time given back gives the manager the time to be present for their teams and their guests, and the ability to deliver exceptional hospitality experiences.



This is a win, win, win — **customers win** because we're deploying the right labor at the right time, **employees win** because schedules align to their availability and they're more likely to show up, and the **company wins** because labor is optimized for both cost and growth.

– Pushpak Patel, CEO, Mitra QSR

#### WHAT MAKES THIS DIFFERENT

### Autonomous, Self-Learning, and Built for the Frontline

Most tools marketed as “AI scheduling” are rules-based engines with better marketing. One-Click Schedule is fundamentally different:



#### Truly Autonomous

Not a draft. Not a starting point. A finished, optimized, fully compliant schedule in a single click.



#### Self-Learning

Every shift generates two layers of data. Explicit data (sales, labor hours, guest counts, speed of service) and implicit signals (manager overrides, employee behaviors, other patterns). One-Click Schedule absorbs both — building an Adaptive Labor Model that's continuously fine-tuned to each location. Not a static set of rules. A living model that gets smarter every week.



#### Shift Performance Score

A schedule becomes a shift. The only solution that closes the loop between labor deployment, sales performance, and guest satisfaction - a composite metric that tells you whether each shift had friction or flow.



#### 98% Scheduling Accuracy

Out of the gate. Improving continuously as the system learns your patterns, seasonality, and team dynamics.

## GETTING THE MOST OUT OF ONE-CLICK SCHEDULE

# Better Data In, Better Schedules Out

One-Click Schedule doesn't require perfect data to start — its self-learning engine begins improving from day one. But the more granular your operational inputs, the sharper the output from the first click.

The difference between good and great comes down to specificity. Operators who break down labor demand by station — fryer, grill, POS, drive-through — at 15-minute intervals give the AI a far richer picture of what each shift actually requires. Instead of scheduling bodies to a building, you're scheduling skills to demand curves.

This level of granularity means the system can identify that your drive-through needs two people at 11:45 AM but only one by 1:15 PM, or that your grill station is consistently understaffed during Friday dinner prep. The result isn't just a schedule, it's a labor deployment plan tuned to how your business actually operates.

<b>Good</b>	Historical sales data, employee availability, basic compliance rules. The system builds an accurate schedule and starts learning immediately.
<b>Better</b>	Add role-level demand forecasts and skill certifications. The system matches the right people to the right positions, not just the right headcount.
<b>Best</b>	Station-level demand at 15-minute intervals (fryer, grill, POS, drive-through). The AI builds a true labor deployment plan tuned to how each location actually operates, hour by hour.



This is not about cutting your team. It's about **putting the right people in the right place at the right moment** — consistently, every single week. Not less labor. Better labor.

– Luke Fryer, CEO, Harri — RLC 2026

## Join the Open Beta



Limited to 50 operators. Lock in early pricing, get a direct line to our product team, and be the first to deploy autonomous scheduling across your locations.

[scheduling.harri.com](https://scheduling.harri.com)



### Methodology

Harri Manager AI Survey, April 2026. n = 1,204 respondents (Admins, GMs, Site Managers). Compared against October 2025 baseline signal. Beta results from Mitra QSR represent early operational data from a live deployment of Harri One-Click Schedule™.