

Cape Resorts Group attributes flawless customer service to TMx Labor Management Software



INTEGRATED LABOR MANAGEMENT SYSTEM

timing is everything...

For Immediate Release

Minneapolis, MN - Friday, October 24, 2008 Cape Resorts Group, a family of properties offering relaxed luxury, modern comfort, and personalized service set within the intimacy of Cape May, announced in an interview on Friday October 24th, a dramatic increase in customer satisfaction due to the reduction in manual scheduling and payroll duties thanks to TMx Labor Management software.

Cape Resorts Group, which operates small inns, classic hotels, rambling cottages and modern condominiums, looked to TMx to manage their scheduling and productivity while maintaining control over their labor dollars. David Elko, CFO of Cape Resorts Group, stated that their main goal, in relations to labor management, was to measure and manage productivity along with payroll efficiency. TMx gives managers at Cape Resorts Group the ability to control their labor costs by scheduling effectively without occurring overtime cost. TMx also enables the department heads at Cape Resorts Group to know exactly what is being spent on labor on a daily basis. This gives the management team time to react and make scheduling adjustments before the end of the pay period.

“The payroll interface and scheduling are the two TMx features that have benefited us greatly. Scheduling allows the managers to manage their staff effectively and efficiently. The interface from TMx to our payroll system has eliminated manual payroll input by permitting the seamless transfer of data,” explains Elko.

As a company, Cape Resorts Group is dedicated to providing unrivaled, flawless customer service. TMx by TimeManagement has allowed managers more time to focus on this crucial aspect of their company. “Our primary focus as a company is flawless customer service,” states Elko. “TMx has provided our line managers with extra time to spend with our customers rather than on manual administrative duties. We needed a system that would manage our scheduling and productivity while controlling labor dollars. TMx has provided us with these labor management tools,” reported Elko.

TMx by TimeManagement Corporation offers a suite of labor management solutions to assist organizations, like Cape Resorts Group, in improving the efficiency and productivity of their workforce. TMx by TimeManagement reflects 25 years of refinement based on the evolving needs of over 5,500 hospitality operators including Cape Resorts Group. TMx Labor Management Solutions includes performance based scheduling, dynamic labor forecasting, embedded workflow for employee hiring, multiple time capture solutions and seamless integration to numerous POS, PMS and Payroll systems. TimeManagement offers around-the-clock hotline support and professional services including integration and training. To learn more about TMx by TimeManagement and/or Cape Resorts Group, visit www.timemgmt.com and www.caperesortsgroup.com respectively.

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