



# Junkyard Golf Club: Managing 250 employees across multiple locations

We spoke to Anna Piggott, HR manager at Junkyard Golf Club, about running a unique and innovative leisure business. Anna explains how Planday helps them with the day-to-day operations across all of their locations.



## Unique business model

Junkyard Golf Club first opened in Manchester back in 2015. Next, we launched in London, on Brick Lane, followed by openings in Oxford, Leeds and in Liverpool. Our five locations offer a fun and unique miniature golf experience in one-of-a-kind surroundings full of curated 'junk,' fluorescent lighting and great music. It's extremely fun and very different. People don't just come for a drink, they come to do an activity at the same time.

## Managing multiple locations

Overall, our company employs roughly 250 employees across our five sites. At each site, we're split into several teams including course marshals and reception, the bar team, supervisors and the management team. In the head office, we've also got a team of customer service representatives.

Since we've got such a wide variety of employees, it's vital to have a system like Planday to help us manage all of them.

## Planday simplifies HR

Initially, we did HR and payroll by hand, but after we opened two locations and had more than 100 employees, it was evident we needed help.

A colleague had recommended Planday to us and the rest is history! We use the system primarily for managing rotas and tracking shifts, but it's so much more than that.

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**Anna Piggott**

HR manager of Junkyard Golf Club



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Anna Piggott

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### Fostering communication and growth

It's perfect for sending messages to staff when we want to share a bulletin or if there are any special events or promotions. We can also reach out just to congratulate them on a good week or to add incentives, which makes us feel much more connected. Using Planday has enabled us to do things we couldn't have done otherwise, especially when it comes to growth and expansion.

The platform helped us carry out policy and procedure compliance and put our managers more in control. Armed with clear and transparent information, managers can now reach out to individual staff directly, instead of involving HR. This helps resolve any issues faster and in a more personal way.

### Robust tracking and reporting for fast-paced businesses

We rely on Planday's reporting features to make things easier from a general management perspective. We make sure our payroll costs are in line a month in advance and the reporting really helps with that. Our manager submit rotas in the Planday system a couple of weeks in advance. This helps us ensure we're not going over budget or understaffing.

We also use Planday for tracking. With so many people, we can track sick days, shift cancellations and training shifts much more easily. Planday also lets us add notes on our employee's shifts to explain why they weren't at work. This way, everybody is in the know at all times and there are no surprises - only fun!

