

# Tellermate

Jill Parks

BIDMC

## Introduction/Problem

The amount of patients is increasing over time at BIDMC. This is creating more volume in the cafeterias on east & west campus. The cashiers are collecting more cash due to the influx of customers and it has become timely to reconcile at the end of the day. The managers/leads in the retail outlets spending more time in the office than actually in the cafeterias decreasing productivity.

## The Interventions

- Gathered times for all cashouts.
- Researched cash counting times.
- Collaborated with colleagues around within Sodexo for their unit's cash counting procedures.
- Gathered info on the Tellermate. Gathered cut sheets, ordering lead time
- Discussed foreseeable problems.
- Discussed training plan.
- Implementation Date

## Results/Progress to Date

## Aim/Goal

Reduce time for cash counting for 13 drawers at the retail outlets.

## The Team

- Jill Parks Retail Operations Manager
- Stuart Walker Food Service Manager
- West Campus Food Service Leads: Chakdor Lokyitsang & Ermias Manahle
- East Campus Food Service Lead : Akil Clouden



The first picture shows an inefficient way to count money by hand. The second picture shows the tellermate which weights loose and rolled coins, records the data and then prints out the record.

**For more information, contact:**

Jill Parks Food Services Retail Operations Manager [Jill.Parks1@BIDMC.harvard.edu](mailto:Jill.Parks1@BIDMC.harvard.edu)



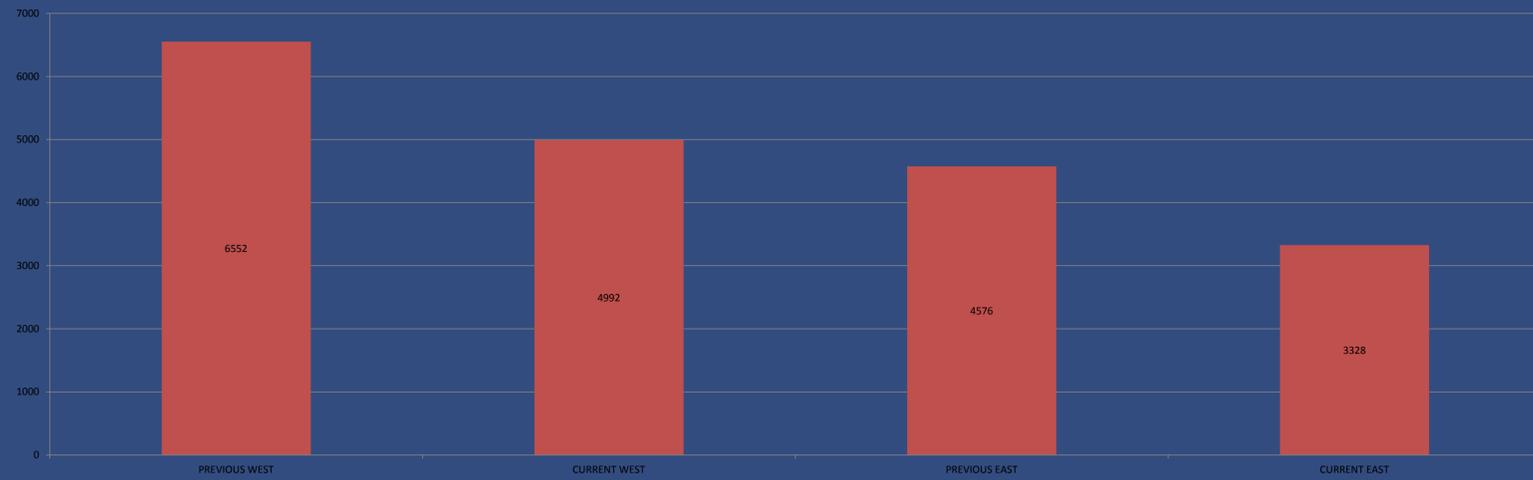
# Tellermate

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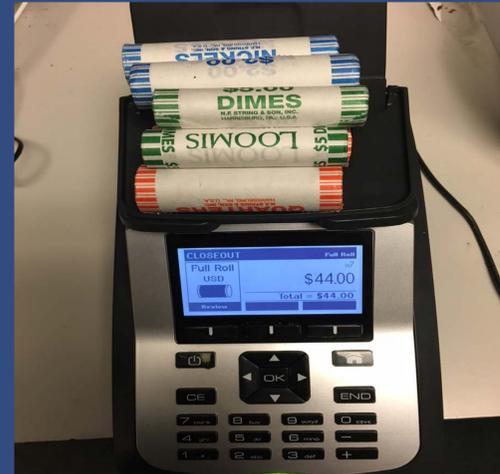
BIDMC

## More Results/Progress to Date

ANNUALIZED MINS

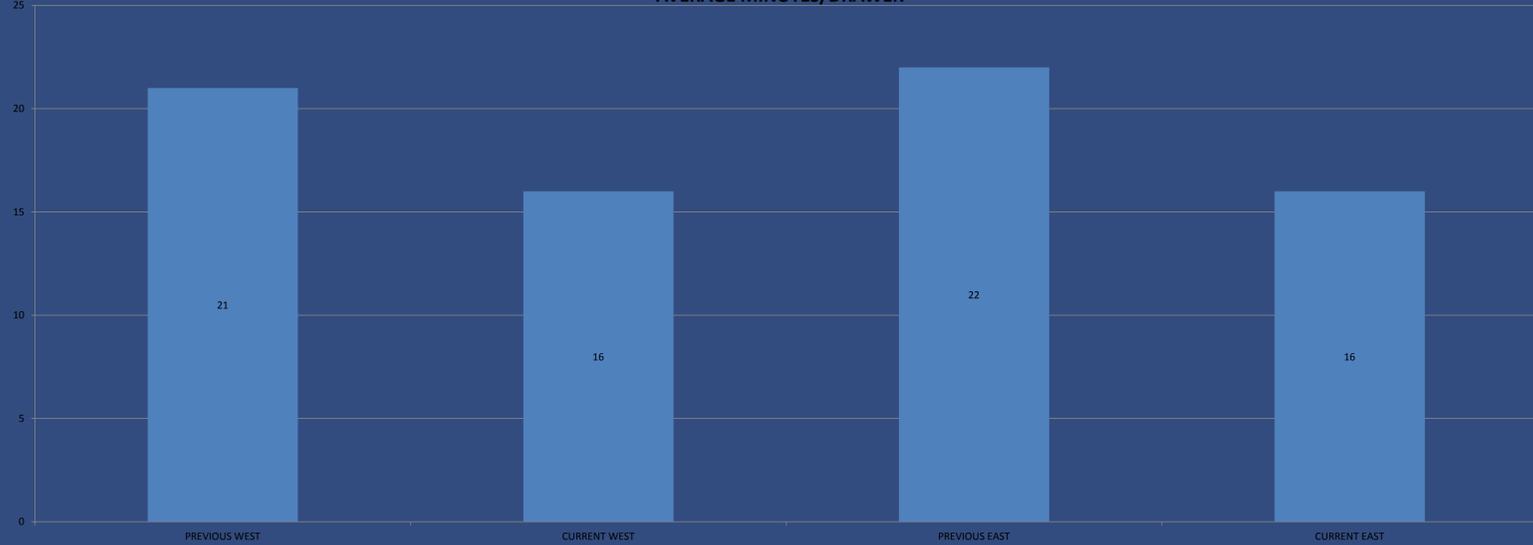


Above lists each campus' minutes it takes for the manager or lead to count the drawers for the year.



The tellermate machine saves West Campus 26 hours a year. The tellermate machine 20.8 hours a year.

AVERAGE MINUTES/DRAWER



West Campus on average was counting each drawer at 21 minutes. The tellermate improved the counting time by 5 minutes. East Campus on average was counting each drawer at 22. The tellermate improved the counting by 6 minutes per drawer.

## Lessons Learned

- The machine does not account for foreign coin.
- It is important to check stacks of bills to assure same denomination
- People learn differently. The procedure was taught verbally first and some didn't understand. It was then translated into written.

## Next Steps

- Determine why there are variations in times.
- Target 10 minutes total to cashout each drawer.
- Implementation for the Pop Up Café

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