

# Front Desk Productivity by Staff Report Guide

The Front Desk Productivity by Staff report displays the appointment actions by the booking staff. The ticket rung out section displays the person responsible for processing the ticket.

## When to create the report

We recommend reviewing this report daily, weekly and monthly.

## How to create the report

1. From the SalonBiz/SpaBiz menu bar, click on the Reports icon.
2. Double click on Front Desk Productivity by Staff from the report list side navigation. You will find it under the Productivity category.
3. Enter the starting date and ending date for the report.

## What it tells you

The report is separated into 2 areas:

- Appointment book actions- displays actions by booking staff
- Tickets rung out- displays the person responsible for processing the ticket

## How it's used

This report is used for determining staffing needs.



## Front Desk Productivity by Staff for 12/1/2009 to 12/22/2009

### Appointment Book Actions

Staff	New Appts	New Standing	Moved Appts	Deleted Appts
N	220	0	135	108
K	513	0	381	279
A	11	0	5	5
C	0	0	1	0
J	513	0	261	249
A	155	0	55	31
D	2	0	1	2
J	2	0	0	2
L	3	0	0	0
M	5	0	0	5
P	1	0	0	2
H	390	0	176	155
H	429	0	310	119
C	3	0	4	3
J	213	0	71	37
U	0	0	0	0
<b>Total:</b>	<b>2,460</b>	<b>0</b>	<b>1,400</b>	<b>997</b>

### Tickets Rung Out

Processing Staff	Ticket Total	Service Total	Product Total	Other Total
N	41	\$2,434.21	\$747.34	\$1,060.00
K	300	\$18,372.21	\$6,216.09	\$1,506.20
A	7	\$356.00	\$248.50	\$15.00
J	194	\$11,892.41	\$3,063.10	\$1,071.00
A	268	\$16,468.40	\$3,352.54	\$425.00
H	408	\$25,034.01	\$7,529.02	\$1,225.00
H	401	\$24,565.00	\$7,121.26	\$1,325.00
J	254	\$15,012.40	\$3,816.65	\$781.00
<b>Total</b>	<b>1,873</b>	<b>\$114,134.64</b>	<b>\$32,094.50</b>	<b>\$7,408.20</b>