

Staff Request Summary Report Guide

The Staff Request Summary report lists each staff member's service client appointment request reasons and the net revenue associated with them.

When to create the report

We recommend reviewing this report monthly.

How to create the report

1. From the SalonBiz/SpaBiz menu bar, click on the Reports icon.
2. Double click on Staff Request Summary from the report list side navigation. You will find it under the Staff category.
3. Enter the date range for the report.

What it tells you

The report displays each staff member and the following request information:

- Request Type - the request reason associated with a customer's appointment
- Quantity - the number of services associated with the request type
- Gross - the gross dollar amount generated by appointments with that request type
- Discount - the dollar amount associated with the discounts for each request type
- Net - the net revenue (gross dollar amount minus discount amount) generated for each request type

How it's used

This report is used to determine client preferences or requests. It will tell you if a staff member has a high request rate and if they are building their business (a high new request rate). Since data is pulled from the linking of a request type to a client's appointment, human error can influence the report.

Staff Request Summary for 4/1/2008 to 4/30/2008

Includes Split Staff Calculation

JON

Request Type	Qty	Gross	Discount	Net
Bridal Party Nonrequest	1	\$60.00	\$0.00	\$60.00
Bridal Party Request	2	\$180.00	\$0.00	\$180.00
New Request	1	\$75.00	\$0.00	\$75.00
Return New Request	9	\$1,790.00	\$0.00	\$1,790.00
Return Non-request	9	\$635.00	\$0.00	\$635.00
Return Request	97	\$8,598.25	\$220.00	\$8,378.25
SubTotal	119	\$11,338.25	\$220.00	\$11,118.25

MARY

Request Type	Qty	Gross	Discount	Net
New Request	1	\$25.00	\$0.00	\$25.00
Return Non-request	8	\$180.00	\$0.00	\$180.00
Return Request	5	\$115.00	\$0.00	\$115.00
SubTotal	14	\$320.00	\$0.00	\$320.00

Stacy

Request Type	Qty	Gross	Discount	Net
Alternate	2	\$40.00	\$0.00	\$40.00
Bridal Party Nonrequest	4	\$280.00	\$0.00	\$280.00
New Non-request	1	\$115.00	\$0.00	\$115.00
New Request	2	\$210.00	\$0.00	\$210.00
Return New Request	5	\$375.00	\$0.00	\$375.00
Return Non-request	7	\$580.00	\$0.00	\$580.00
Return Request	132	\$9,095.00	\$70.00	\$9,025.00
Special Event Request	2	\$155.00	\$0.00	\$155.00
SubTotal	155	\$10,850.00	\$70.00	\$10,780.00

Chris

Request Type	Qty	Gross	Discount	Net
Alternate	1	\$65.00	\$0.00	\$65.00
New Non-request	1	\$55.00	\$0.00	\$55.00
New Request	6	\$435.00	\$0.00	\$435.00
No Request Type	2	\$115.00	\$0.00	\$115.00
Return New Request	1	\$85.00	\$0.00	\$85.00
Return Non-request	13	\$1,095.00	\$30.00	\$1,065.00
Return Request	59	\$3,875.00	\$28.00	\$3,847.00
SubTotal	83	\$5,725.00	\$58.00	\$5,667.00

ANGEL

Request Type	Qty	Gross	Discount	Net
Return Non-request	4	\$250.00	\$0.00	\$250.00
Return Request	1	\$50.00	\$0.00	\$50.00
Special Event Request	1	\$45.00	\$0.00	\$45.00
SubTotal	6	\$345.00	\$0.00	\$345.00

TYLER

Request Type	Qty	Gross	Discount	Net
Alternate	1	\$52.00	\$0.00	\$52.00
Bridal Party Request	1	\$52.00	\$0.00	\$52.00
New Non-request	9	\$453.00	\$0.00	\$453.00
New Request	4	\$208.00	\$0.00	\$208.00
Return New Request	3	\$156.00	\$0.00	\$156.00
Return Non-request	11	\$545.00	\$0.00	\$545.00
Return Request	59	\$3,015.00	\$0.00	\$3,015.00
SubTotal	88	\$4,481.00	\$0.00	\$4,481.00

CHRIS

Request Type	Qty	Gross	Discount	Net
New Non-request	12	\$494.00	\$17.00	\$477.00
New Request	7	\$294.00	\$0.00	\$294.00
Return New Request	8	\$326.00	\$0.00	\$326.00
Return Non-request	13	\$565.00	\$0.00	\$565.00
Return Request	86	\$3,585.00	\$42.00	\$3,543.00
Webbook Request	4	\$168.00	\$0.00	\$168.00
SubTotal	130	\$5,432.00	\$59.00	\$5,373.00

BRAD

Request Type	Qty	Gross	Discount	Net
Alternate	1	\$30.00	\$0.00	\$30.00
Bridal Party Nonrequest	2	\$60.00	\$0.00	\$60.00
Bridal Party Request	1	\$25.00	\$0.00	\$25.00
New Non-request	10	\$240.00	\$0.00	\$240.00
New Request	12	\$325.00	\$0.00	\$325.00
Return New Request	8	\$195.00	\$0.00	\$195.00
Return Non-request	24	\$565.00	\$25.00	\$540.00
Return Request	81	\$1,710.00	\$51.00	\$1,659.00
SubTotal	139	\$3,150.00	\$76.00	\$3,074.00

TIFFANY

Request Type	Qty	Gross	Discount	Net
Alternate	2	\$40.00	\$0.00	\$40.00
New Non-request	7	\$400.00	\$0.00	\$400.00
New Request	3	\$190.00	\$100.00	\$90.00
Return New Request	3	\$170.00	\$0.00	\$170.00
Return Non-request	13	\$650.00	\$20.00	\$630.00
Return Request	50	\$2,120.00	\$20.00	\$2,100.00
Sub Total	78	\$3,570.00	\$140.00	\$3,430.00

JAM

Request Type	Qty	Gross	Discount	Net
New Non-request	8	\$416.00	\$0.00	\$416.00
New Request	2	\$104.00	\$0.00	\$104.00
Return New Request	4	\$208.00	\$0.00	\$208.00
Return Non-request	11	\$562.00	\$0.00	\$562.00
Return Request	66	\$3,356.00	\$27.00	\$3,329.00
Webbook Request	1	\$52.00	\$0.00	\$52.00
Sub Total	92	\$4,698.00	\$27.00	\$4,671.00

MISTY

Request Type	Qty	Gross	Discount	Net
New Non-request	1	\$70.00	\$0.00	\$70.00
Return Non-request	2	\$90.00	\$0.00	\$90.00
Return Request	9	\$371.50	\$0.00	\$371.50
Sub Total	12	\$531.50	\$0.00	\$531.50

Heidi

Request Type	Qty	Gross	Discount	Net
No Request Type	1	\$125.00	\$0.00	\$125.00
Return Request	8	\$680.00	\$15.00	\$665.00
Sub Total	9	\$805.00	\$15.00	\$790.00

Nikki

Request Type	Qty	Gross	Discount	Net
Alternate	1	\$125.00	\$0.00	\$125.00
New Request	1	\$95.00	\$0.00	\$95.00
Return New Request	1	\$110.00	\$0.00	\$110.00
Return Request	60	\$4,285.00	\$50.00	\$4,235.00
Sub Total	63	\$4,615.00	\$50.00	\$4,565.00

KRIS

Request Type	Qty	Gross	Discount	Net
Alternate	1	\$25.00	\$0.00	\$25.00
New Non-request	1	\$25.00	\$0.00	\$25.00
New Request	5	\$125.00	\$0.00	\$125.00
Return New Request	1	\$20.00	\$0.00	\$20.00
Return Non-request	15	\$275.00	\$0.00	\$275.00
Return Request	5	\$105.00	\$0.00	\$105.00
Sub Total	28	\$575.00	\$0.00	\$575.00

JACK

Request Type	Qty	Gross	Discount	Net
Alternate	1	\$70.00	\$0.00	\$70.00
Bridal Party Nonrequest	1	\$45.00	\$0.00	\$45.00
New Non-request	22	\$764.00	\$0.00	\$764.00
New Request	3	\$90.00	\$0.00	\$90.00
Return New Request	4	\$165.00	\$0.00	\$165.00
Return Non-request	40	\$1,177.00	\$0.00	\$1,177.00
Return Request	251	\$7,546.20	\$70.00	\$7,476.20
Special Circumstances	1	\$20.00	\$0.00	\$20.00
Webbook Request	3	\$90.00	\$0.00	\$90.00
Sub Total	326	\$9,967.20	\$70.00	\$9,897.20

ERIN

Request Type	Qty	Gross	Discount	Net
Bridal Party Nonrequest	1	\$20.00	\$0.00	\$20.00
Bridal Party Request	1	\$20.00	\$0.00	\$20.00
New Non-request	13	\$290.00	\$0.00	\$290.00
New Request	4	\$100.00	\$0.00	\$100.00
Return New Request	11	\$280.00	\$0.00	\$280.00
Return Non-request	42	\$930.00	\$0.00	\$930.00
Return Request	16	\$361.00	\$25.00	\$336.00
Sub Total	88	\$2,001.00	\$25.00	\$1,976.00

Chris

Request Type	Qty	Gross	Discount	Net
New Non-request	1	\$82.00	\$0.00	\$82.00
New Request	2	\$164.00	\$0.00	\$164.00
Return New Request	4	\$328.00	\$0.00	\$328.00
Return Non-request	3	\$246.00	\$82.00	\$164.00
Return Request	96	\$7,805.00	\$246.00	\$7,559.00
Sub Total	106	\$8,625.00	\$328.00	\$8,297.00

Nicole

Request Type	Qty	Gross	Discount	Net
Bridal Party Request	2	\$150.00	\$0.00	\$150.00
New Non-request	2	\$124.00	\$0.00	\$124.00
New Request	1	\$57.00	\$0.00	\$57.00
Return New Request	2	\$124.00	\$0.00	\$124.00
Return Non-request	8	\$476.00	\$10.00	\$466.00
Return Request	95	\$5,857.00	\$84.00	\$5,773.00
Sub Total	110	\$6,788.00	\$94.00	\$6,694.00

Mitch

Request Type	Qty	Gross	Discount	Net
Alternate	1	\$115.00	\$45.00	\$70.00
Return New Request	4	\$350.00	\$0.00	\$350.00
Return Non-request	3	\$200.00	\$0.00	\$200.00
Return Request	112	\$7,785.00	\$27.00	\$7,758.00
Sub Total	120	\$8,450.00	\$72.00	\$8,378.00

RICHARD

Request Type	Qty	Gross	Discount	Net
Bridal Party Nonrequest	2	\$64.00	\$0.00	\$64.00
New Non-request	8	\$296.00	\$12.00	\$284.00
New Request	12	\$444.00	\$37.00	\$407.00
Return New Request	8	\$296.00	\$0.00	\$296.00
Return Non-request	25	\$875.00	\$12.00	\$863.00
Return Request	101	\$3,737.00	\$0.00	\$3,737.00
Webbook Request	3	\$111.00	\$0.00	\$111.00
Sub Total	159	\$5,823.00	\$61.00	\$5,762.00

Kris

Request Type	Qty	Gross	Discount	Net
New Non-request	3	\$160.00	\$0.00	\$160.00
New Request	1	\$45.00	\$0.00	\$45.00
Return New Request	2	\$200.00	\$0.00	\$200.00
Return Non-request	3	\$220.00	\$0.00	\$220.00
Return Request	84	\$5,670.00	\$0.00	\$5,670.00
Sub Total	93	\$6,295.00	\$0.00	\$6,295.00

STACIE

Request Type	Qty	Gross	Discount	Net
New Non-request	1	\$60.00	\$0.00	\$60.00
New Request	3	\$200.00	\$0.00	\$200.00
Return Non-request	6	\$350.00	\$0.00	\$350.00
Return Request	52	\$2,910.00	\$0.00	\$2,910.00
Sub Total	62	\$3,520.00	\$0.00	\$3,520.00

Miranda

Request Type	Qty	Gross	Discount	Net
Bridal Party Nonrequest	2	\$140.00	\$0.00	\$140.00
Bridal Party Request	5	\$296.00	\$0.00	\$296.00
New Non-request	6	\$325.00	\$0.00	\$325.00
New Request	5	\$2,180.60	\$0.00	\$2,180.60
Return New Request	3	\$171.00	\$0.00	\$171.00
Return Non-request	17	\$952.00	\$32.00	\$920.00
Return Request	100	\$5,549.00	\$114.00	\$5,435.00
Webbook Request	1	\$57.00	\$0.00	\$57.00
SubTotal	139	\$9,670.60	\$146.00	\$9,524.60

KRIS

Request Type	Qty	Gross	Discount	Net
New Non-request	2	\$140.00	\$0.00	\$140.00
New Request	1	\$70.00	\$0.00	\$70.00
Return New Request	1	\$32.00	\$0.00	\$32.00
Return Non-request	15	\$413.00	\$0.00	\$413.00
Return Request	14	\$472.00	\$0.00	\$472.00
SubTotal	33	\$1,127.00	\$0.00	\$1,127.00

Patty '

Request Type	Qty	Gross	Discount	Net
Bridal Party Request	1	\$60.00	\$0.00	\$60.00
New Non-request	5	\$555.00	\$0.00	\$555.00
New Request	1	\$140.00	\$0.00	\$140.00
Return New Request	5	\$570.00	\$0.00	\$570.00
Return Non-request	16	\$1,720.00	\$0.00	\$1,720.00
Return Request	77	\$8,465.00	\$155.00	\$8,310.00
SubTotal	105	\$11,510.00	\$155.00	\$11,355.00

Chris

Request Type	Qty	Gross	Discount	Net
Alternate	1	\$20.00	\$0.00	\$20.00
New Non-request	3	\$330.00	\$105.00	\$225.00
New Request	1	\$135.00	\$0.00	\$135.00
Return New Request	6	\$635.00	\$0.00	\$635.00
Return Non-request	4	\$390.00	\$0.00	\$390.00
Return Request	74	\$5,420.00	\$36.00	\$5,384.00
SubTotal	89	\$6,930.00	\$141.00	\$6,789.00

WILL

Request Type	Qty	Gross	Discount	Net
Alternate	2	\$35.00	\$0.00	\$35.00
New Request	1	\$15.00	\$0.00	\$15.00
Return New Request	4	\$60.00	\$0.00	\$60.00
Return Non-request	5	\$95.00	\$0.00	\$95.00
Return Request	1	\$15.00	\$0.00	\$15.00
SubTotal	13	\$220.00	\$0.00	\$220.00

ERICA

Request Type	Qty	Gross	Discount	Net
Bridal Party Request	4	\$210.00	\$0.00	\$210.00
Return New Request	1	\$45.00	\$0.00	\$45.00
Special Event Request	1	\$60.00	\$0.00	\$60.00
SubTotal	6	\$315.00	\$0.00	\$315.00

Request Type	Qty	Gross	Discount	Net
Alternate	14	\$617.00	\$45.00	\$572.00
Bridal Party Nonrequest	13	\$669.00	\$0.00	\$669.00
Bridal Party Request	17	\$993.00	\$0.00	\$993.00
New Non-request	116	\$5,394.00	\$134.00	\$5,260.00
New Request	79	\$5,726.60	\$137.00	\$5,589.60
Return New Request	98	\$6,691.00	\$0.00	\$6,691.00
Return Non-request	317	\$14,036.00	\$211.00	\$13,825.00
Return Request	1791	\$102,552.95	\$1,280.00	\$101,272.95
Special Circumstances	1	\$20.00	\$0.00	\$20.00
Special Event Request	4	\$260.00	\$0.00	\$260.00
Webbook Request	12	\$478.00	\$0.00	\$478.00
TOTAL	2,462	\$137,437.55	\$1,807.00	\$135,630.55