

End-of-Shift Report

The End Of Shift (EOS) report is done everyday at the end of your shift. It will help us make sure we are doing our best by keeping everyone on the same page and in the know. It also allows me to remotely manage. Please use the following format. Email it to me, glasses and info.

People: Tell us what happened with our patients today.

Operation: Tell us what issues were handled or what came up as a new issue.

Merchandise: Tell us what happened with the merchandise.

Support: Tell us what you need us to do.

Here is an example:

People: Sara's glasses didn't come in but she came in and got contacts, call reliable tomorrow and see if they are done, the guy from jono Hennessy came today to talk to you he left his card.. ben came in today i told him we can send out his glasses to get repaired or we can give him a discount he said he will get back to me..

Operation: there are trays due please follow up on them 1 is late..... 2 boxes need to go out to dbl make sure ups takes it tomorrow

Merchandise: boards are stocks.

support: we sold a lot today let keep this up