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| Name: | Jess Webber | Supervisor / Manager: | Blair Doherty |
| Date: | 29/11/19 | | |
| **Health & Safety?** |  | | |

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| **OVERVIEW** | |
| **Priorities:** | |
| 1. | Tickets as low as we can before Christmas Break. |
| 2. | Push the D365 Tickets on as fast as you can. |
| 3. |  |
| **LAST MONTH** | |
| **Progress:** | Your starting to learn how to deal with Multiple workstreams coming in. |
| **THIS MONTH** | |
| **Challenge:**  (Main personal task?) | Dealing with the multiple issue’s tickets coming in and people wanting theirs as a top priority. |
| **Clarity:**  (Current performance?) | Looking at the breaks, who’s going on breaks. Are two people on the phones |
| **Focus:**  (Action Plan?) |  |
| **Check-back:** | . |
| **48-Hour Actions:** | 25 tickets closed, Logging all phone calls as tickets. |
| **CHECKS** | |
| **Training?** | Try see when service training is up. |
| **Pressure? (Red-Blue)** | More Blue not worried about any tickets or anything. |