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| Name: | Jess Webber | Supervisor / Manager: | Blair Doherty |
| Date: | 04/02/20 | | |
| **Health & Safety?** | Doing well, nothing of concern at the moment. Youll let me know if that changes | | |

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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:** | Doing an amazing job keeping your queue organized. Helping Liam with helpful tips word document you created. Starting to get more confident, comptenet.  You’re on call now. Just in general working really hard. |
| **THIS MONTH** | |
| **Challenge:**  (Main personal task?) | NAXT, D365 issues that don’t have an easy answer. |
| **Clarity:**  (Current performance?) | Looking at the breaks, who’s going on breaks. Are two people on the phones |
| **Focus:**  (Action Plan?) | Still just getting a taste for everything to see what path you want to go down.  Getting Married😊 |
| **Check-back:** | Setting up scheduled. |
| **48-Hour Actions:** |  |
| **CHECKS** | |
| **Training?** | PluralSight, |
| **Pressure? (Red-Blue)** | Blue not worried about any tickets or anything. Using one note to refer to . Got a set of steps set up to help with issues. |