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| Name: | Jess Webber | Supervisor / Manager: | Blair Doherty |
| Date: | 25/02/20 | | |
| **Health & Safety?** | Just been getting ready for wedding | | |

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| **OVERVIEW** | |
| **Priorities:** | |
| 1. | Tickets as low as we before you go on leave. |
| 2. | Push the D365 Tickets on as fast as you can. |
| 3. |  |
| **LAST MONTH** | |
| **Progress:** | Again been doing great with keeping your queue low and organised.  You will be away for half of march on leave. |
| **THIS MONTH** | |
| **Challenge:**  (Main personal task?) | Walkins going straight to you \*(being first at the door ( am going to switch your desk position when new desk come in)) |
| **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:** |  |
| **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. |