

End-of-Shift Report Template Example

Employee Name	Marta Hicks
Department	Customer Support
Position	Senior Representative
Date	7/21/200X

Activity	Start Time	End Time	Description
Accounts	9:00 AM	5:00 PM	Assisted customers with billing inquiries and account updates. Handled escalations from junior staff.
Other Comments			
Resolved 85% of inquiries on first contact.			

Employee Name	Marta Hicks
Signature	
Team Leader Name	Henry McNeal
Signature	

Shift Summary: Details on tasks completed and issues faced	
Completed 25 customer inquiries. Resolved a major account discrepancy for a long-term customer. Faced challenges with a system outage that delayed response times by 30 minutes.	
Outstanding Tasks	Need to follow-up with IT to address system downtime. Customer XYZ issue needs re-investigation tomorrow.
Other Comments	I'm requesting system training for newer staff members.
Equipment / Inventory Check	Phone system and headsets functioning properly. Computer was slow during the outage but resumed normal speed after reboot.

End Of Shift Report Sheets

William R. Hardwick

A red circular graphic with a gradient, appearing as a stylized arrow or a partial circle, located to the right of the author's name.

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