

# NO SHOW STATISTICS

Tools > Reports > Appointments > No Show Statistics

The No Show Statistics report displays details of any clients who have no showed within the specified date range, as well as overall statistics for each month. The last page of the report includes stacked bar graphs which show monthly trends for the number of bookings and the value of bookings. These graphs allow you to easily compare no show rates to arrival rates on a monthly basis. This report can help you measure the success of your booking confirmation methods, and assist with developing new strategies to reduce no shows.


Please note: In this report, 'No Show' or 'Clients who did not show' refers to bookings which were marked in the appointment book as 'No Show' or were never flagged as Arrived, Checked Out, Cancelled, or Removed at POS.

## % OF CONTACTED CLIENTS WHO DID NOT SHOW

The percentage of clients who were sent some form of confirmation message, and were then considered a no show.

## % OF NON-CONTACTED CLIENTS WHO DID NOT SHOW

The percentage of clients who were not contacted for confirmation, and were then considered a no show.

No Show Report								
From		Sunday, 1 November, 2015			 <b>PEPPERMINT PARK</b>			
To		Sunday, 31 January, 2016			<b>Peppermint Park</b>			
Time Period		92 Days (13.1 Weeks)						
Month	% of Contacted Clients who did not show	% of Non-Contacted Clients who did not show	Bookings Marked 'No Show'	Total No Shows (including non-arrivals)	Value of No Shows	Total Bookings	No Shows % of Total Bookings	No Shows % of Total Value
November 2015	46.8	39.8	2	124	\$10,775.00	292	42.5	44.6
December 2015	21.8	18.6	2	61	\$4,390.00	309	19.7	20.1
January 2016	39.4	21.9	0	59	\$4,230.00	217	27.2	25.5
<b>Total</b>	<b>35.5</b>	<b>26.7</b>	<b>4</b>	<b>244</b>	<b>\$19,395.00</b>	<b>818</b>	<b>29.8</b>	<b>31.0</b>
<i>Note: Only bookings in the selected date range are shown.</i>								
Client Statistics								
Client	No. Bookings	Times Contacted	No. Replies	No. Cancellations	Bookings Marked No Show	Total No Shows (including non-arrivals)	No Shows % of Total Bookings	
Olivia Black	11	7	7	0	0	7	63.6	
Emma Ridgeway	14	8	8	0	0	7	50.0	
Gina Stevenson	20	7	7	0	0	7	35.0	
Jenna Wilson	8	3	3	0	0	6	75.0	
Wendy Peterson	12	4	4	0	0	6	50.0	
Garry Lang	12	4	4	0	0	6	50.0	
Dominic Aloni	13	4	4	0	1	6	46.2	
Raymond Landry	15	4	4	0	0	6	40.0	
Fiona Smith	18	8	8	0	0	6	33.3	
William Black	7	0	0	0	1	5	71.4	
Derrick Barker	8	1	1	0	1	5	62.5	
Sandy Lowes	8	3	3	0	0	5	62.5	
Natalie Anderson	11	5	4	0	0	5	45.5	
Amy Newman	12	3	3	0	0	5	41.7	
Sarah Jane Walters	13	9	9	0	0	5	38.5	
Isabella Weeks	14	5	5	0	0	5	35.7	
Danielle Moore	16	5	5	0	0	5	31.3	
Louise Simons	6	2	1	0	0	4	66.7	
Jason Garland	7	4	4	0	0	4	57.1	
Tanya Doyle	9	3	3	0	0	4	44.4	
Jamie Lee Beadman	9	0	0	0	0	4	44.4	
Emily King	12	6	6	0	0	4	33.3	
Jackie Welsh	13	3	3	0	0	4	30.8	
Ingrid Foley	2	0	0	0	0	3	100.0	
Taylor Rhodes	4	2	2	0	0	3	75.0	
Kelly Roberts	5	2	2	0	0	3	60.0	
Luke Woods	5	4	4	0	0	3	60.0	
Paul Simons	6	3	3	0	0	3	50.0	
Melinda Stacey	6	3	3	0	0	3	50.0	
David Johnson	7	5	5	0	0	3	42.9	
Liam Harrington	7	0	0	0	0	3	42.9	
Isiah Wickham	7	0	0	0	0	3	42.9	
Simone Day	8	1	1	0	0	3	37.5	
Audrey Patterson	9	2	2	0	0	3	33.3	
Suzie Christiansen	9	1	1	0	0	3	33.3	

## NO SHOWS % OF TOTAL VALUE

The percentage of the value of bookings that were considered a no show.

## NO SHOWS % OF TOTAL BOOKINGS

The percentage of total bookings that were considered a no show.

## TOTAL BOOKINGS

The total number of bookings, including both arrivals and no shows.

## VALUE OF NO SHOWS

The total value of all bookings that were considered a no show.

## TOTAL NO SHOWS (INC. NON-ARRIVALS)

The number of bookings which were marked as 'No Show' or were never flagged as Arrived, Checked Out, Cancelled, or Removed at POS.

## BOOKINGS MARKED 'NO SHOW'

The number of bookings which were marked as 'No Show' on the Appointment Book.

Client	No. Bookings	Times Contacted	No. Replies	No. Cancellations	Bookings Marked 'No Show'	Total No Shows (including non-arrivals)	No Shows % of Total Bookings
Casey Payne	10	3	3	0	0	3	30.0
Crystal Walker	10	2	2	0	0	3	30.0
Courtney Green	10	5	5	0	0	3	30.0
James King	11	3	3	0	0	3	27.3
Jessica Davies	11	2	2	0	0	3	27.3
Brooke James	11	3	3	0	0	3	27.3
Regina Windsor	14	6	6	0	0	3	21.4
Veronica Darcy	15	5	5	0	0	3	20.0
Mandy Mason	3	2	2	0	0	2	66.7
Jessie Walker	3	0	0	0	0	2	66.7
Angela Jefferson	4	1	1	0	0	2	50.0
Viktor Reed	5	3	3	0	0	2	40.0
Andrew Fitzpatrick	5	1	1	0	0	2	40.0
Kayla Jones	6	3	3	0	0	2	33.3
Charlie Gregson	6	4	4	0	0	2	33.3
Nelson Kuru	6	1	1	0	0	2	33.3
Katie Morrison	7	4	4	0	0	2	28.6
Leanne Thomas	7	3	3	0	0	2	28.6
Christy Thomas	7	3	3	0	0	2	28.6
Sally Bentley	8	4	4	0	0	2	25.0
Giselle Sims	9	6	6	0	0	2	22.2
Harriet Sparks	9	4	4	0	0	2	22.2
Melissa Nguyen	9	6	6	0	0	2	22.2
Tammy Neilson	10	4	4	0	0	2	20.0
Brandon Robinson	10	1	1	0	1	2	20.0
Amber Ashton	11	2	2	0	0	2	18.2
Ashley Taylor	1	1	1	0	0	1	100.0
Greg Nelson	1	0	0	0	0	1	100.0
Joe Hanson	2	1	1	0	0	1	50.0
Steph Brown	3	2	2	0	0	1	33.3
Melanie Goodman	3	0	0	0	0	1	33.3
Darrel Roberts	4	0	0	0	0	1	25.0
Larry Hodgkins	4	0	0	0	0	1	25.0
Rebecca Love	4	2	2	0	0	1	25.0
Tom Wallace	4	2	2	0	0	1	25.0
Judy Harrington	4	3	3	0	0	1	25.0
Samuel Costello	5	2	2	0	0	1	20.0
Kristen Humphrey	5	1	1	0	0	1	20.0
Rachel Walters	5	1	1	0	0	1	20.0
Nadine Thomas	5	1	1	0	0	1	20.0
Natasha Grey	6	2	2	0	0	1	16.7
Dean Carpenter	6	2	2	0	0	1	16.7
Jeff Cooper	6	3	3	0	0	1	16.7
Kathy Reed	6	3	3	0	0	1	16.7
Matthew Darcy	7	2	2	0	0	1	14.3
Carolyn Burrel	7	2	2	0	0	1	14.3
Elouise Penn	9	3	3	0	0	1	11.1
Claire Stewart	9	5	5	0	0	1	11.1
Rachael Clarke	10	3	3	1	0	1	10.0
Vicky Beckhouse	12	7	7	0	0	1	8.3
Oliver Jackson	13	3	3	0	0	1	7.7
Hannah Andrews	15	6	5	0	0	1	6.7
<b>Total</b>	<b>717</b>	<b>259</b>	<b>256</b>	<b>1</b>	<b>4</b>	<b>243</b>	<b>33.9</b>

Note: Only clients with at least one no show are shown.

### NO. BOOKINGS

The number of bookings a client had within the given date range.

### TIMES CONTACTED

The number of times the client was contacted for confirmation - e.g. by SMS, phone or email.

### NO. REPLIES

The number of times the client was contacted and the client replied.

### NO. CANCELLATIONS

The number of bookings the client cancelled, either by replying with a cancellation, or by being cancelled via the Confirmation Status screen.

### BOOKINGS MARKED 'NO SHOW'

The number of bookings which were marked as 'No Show' on the Appointment Book for this client.

### TOTAL NO SHOWS (INC. NON-ARRIVALS)

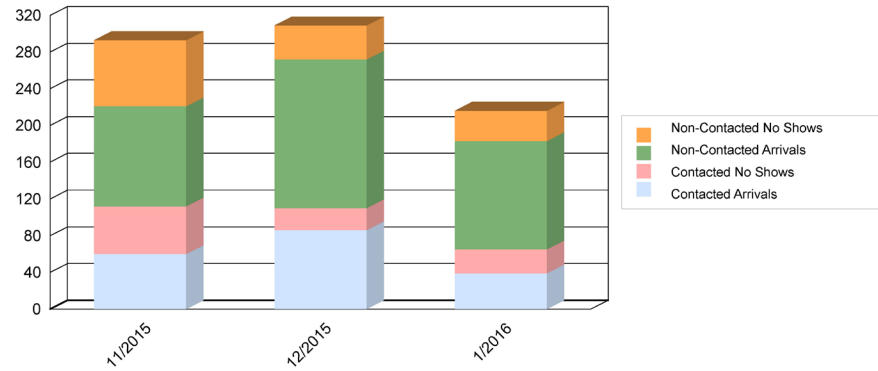
The number of bookings which were considered a no show for this particular client. This includes bookings which were marked as 'No Show' or were never flagged as Arrived, Checked Out, Cancelled, or Removed at POS.

### NO SHOWS % OF TOTAL BOOKINGS

The percentage of bookings that were considered a no show out of the client's total bookings for this date range.

## Monthly Trend

### Number of Bookings



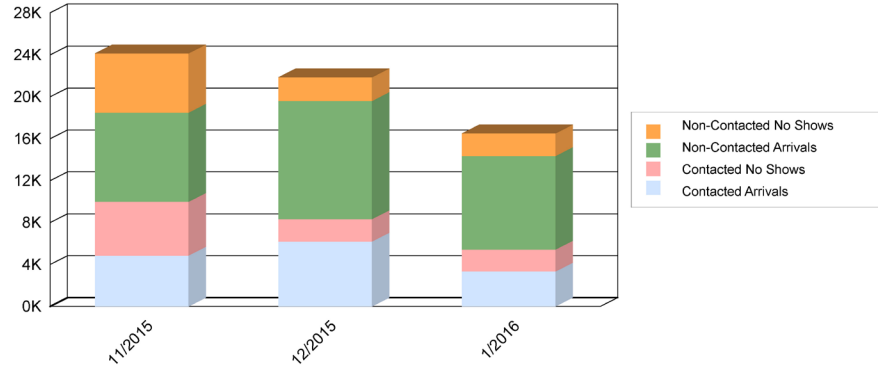
### NUMBER OF BOOKINGS

This graph shows the number of non-contacted no shows, non-contacted arrivals, contacted no shows, and contacted arrivals. These figures are shown for each month, allowing you to view monthly trends.

### VALUE OF BOOKINGS

This graph shows the monetary value of non-contacted no shows, non-contacted arrivals, contacted no shows, and contacted arrivals. These figures are shown for each month, allowing you to view monthly trends.

### Value of Bookings



Note: These figures refer to the period leading up to 31/01/2016