

# EMPLOYEE EFFICIENCY

Tools > Reports > Walk-in Manager > Employee Efficiency

The Employee Efficiency report displays efficiency rates, which is the time employees spend in service with clients as a ratio of their working time (clocked on time minus downtime). This report also shows key information related to the Walk-in Manager, such as the average wait time and average service time. This report will assist you in analysing employee performance, by allowing you to see which employees are working the most efficiently according to the time spent on various tasks.

Employee	Num Visits	Avg Visit Time	Num Services	Avg Service Time	In Service Time	Downtime	Working Time	Efficiency
Anna	4	8m	5	6m	30m	50m	1h20m	37.5%
Chris	4	19m	4	19m	1h15m	3h42m	4h57m	25.3%
James	1	44m	1	44m	44m	0m	44m	100.0%
Katie	5	50m	5	50m	4h11m	41m	4h52m	86.0%
Lucy	5	50m	5	50m	4h11m	42m	4h53m	85.7%
<b>TOTALS</b>	<b>19</b>	<b>34m</b>	<b>20</b>	<b>33m</b>	<b>10h51m</b>	<b>5h55m</b>	<b>16h46m</b>	<b>64.7%</b>
Average Downtime						<b>1h11m</b>		
Average Wait Time							<b>55m</b>	
Longest Wait Time							<b>4h7m</b>	



Peppermint Park

**EFFICIENCY**  
Efficiency is the ratio of how long an employee is in service compared to the whole time they are working, and is calculated as 'in service time' divided by 'working time' as a percentage.

**NUM VISITS**  
The number of visits containing services.

**TOTALS**  
This row shows average figures and total figures for all employees.

**WORKING TIME**  
Working time is the length of time the employee has been clocked on, minus any downtime. Roster times are not considered.

**DOWNTIME**  
Downtime is the idle time when an employee is clocked on but not in service, and is calculated as 'working time' minus 'in service time'.

**IN SERVICE TIME**  
The length of time a client spent in service.

**AVG SERVICE TIME**  
This is the average length of a service, and is calculated as 'in service time' divided by 'num services'.

**LONGEST WAIT TIME**  
The longest amount of time a client had to wait for a service.

**AVERAGE WAIT TIME**  
The average wait time is the combined wait time for all clients, divided by the number of clients.

**AVERAGE DOWNTIME**  
The average downtime is the combined downtime time for all employees, divided by the number of employees.

**AVG VISIT TIME**  
This is the average length of a visit, and is calculated as 'in service time' divided by 'num visits'.

**NUM SERVICES**  
The number of services performed by the employee. A service with 2 blocks will count as 2 services.