

EMPLOYEE PERFORMANCE SUMMARY: EXTENDED

The Extended Employee Performance Summary provides a detailed overview of your employees' performances. The report includes a range of statistics for services, retail sales, appointment tags and individual service categories. The last page of the report displays the total statistics for all employees included in the report. This report will allow you to easily compare key areas of your employees' performance.

Tools > Reports > Employees > Performance Summary: Extended

SERVICE

- **Hours worked:** Hours worked by the employee. This is calculated from the Schedule or via the Attendance screen if the time logging feature is used in Shortcuts. Break times are excluded from this calculation.

- **Productivity:** This is a percentage calculated by dividing the amount of time booked on the appointment screen (including tasks) against the hours worked for the period.

- **Service Clients:** The number of clients who visited the employee for a service.

- **Service Clients per Hour:** The number of clients that have had a service divided by the number of hours worked.

- **Service \$ per Hour:** The total service \$ amount for an employee divided by the number of hours worked. This total will include any discounted amounts credited towards employee taking.

Employee Performance Statistics

From **Monday, 6 June, 2016**
 To **Friday, 1 July, 2016**
 Time Period **26 Days (3.7 Weeks)**



Peppermint Park

For Employees: Anna, Business, Chris, James, Katie, Lucy

		Anna Thompson	Chris Glasshouse	James Turner	Kate Simmons				
Service + Retail	Service	Hours Worked	177.28	99.40	90.00	99.00			
		Productivity	36.95	35.97	20.28	17.17			
		Service Clients	32	26	18	12			
		Service Clients per Hour	0.18	0.26	0.20	0.12			
		Service \$ per Hour	13.74	14.47	16.00	7.38			
		Service Total (\$/pts)	2,435.90	0.00	1,438.43	0.00	1,439.55	0.00	
	Retail	Service Average Ticket	76.12	55.32	79.98	60.91			
		Service Rebooking (%/No.)	0.00	0	0.00	0	0.00	0	
		Service Costs	0.00	0.00	0.00	0.00			
		Retail Clients	3	0	0	2			
		Retail Total (\$/pts)	114.39	0.00	0.00	0.00	248.64	0.00	
		Retail Average Ticket	3.57	0.00	0.00	20.72			
	Serv + Ret	Retail Units per Ticket	0.00	0.00	0.00	0.00			
		Service + Retail Avg Ticket	79.70	0.00	0.00	81.63			
Service + Retail (\$/pts)		2,550.29	114.39	0.00	0.00	979.55	248.64		
Retail To Service %		0.05	0.00	0.00	0.34				
Conv	Retail Conversion %	9.38	0.00	0.00	16.67				
	Retail Conversion Avg Ticket	38.13	0.00	0.00	124.32				
Retail Only	Retail Only Clients	8	4	2	0				
	Retail Only Total (\$/pts)	305.27	0.00	231.50	0.00	399.86	0.00		
	Retail Only Average Ticket	38.16	57.88	199.93	0.00				
	Retail Only Units per Ticket	1.63	2.25	2.00	0.00				
Totals	Total Sundry+GC (\$/pts)	0.00	0.00	0.00	0.00	0.00	0.00		
	Total Retail (\$/pts)	419.66	0.00	231.50	0.00	399.86	0.00		
	Total Takings (\$/pts)	2,855.56	0.00	1,669.93	0.00	1,839.41	0.00		
	Total Clients	43	30	20	14				
Service Category	Body Treatments (\$/No.)	304.55	6	327.26	7	145.45	3	72.73	1
	Tanning (\$/No.)	72.72	3	72.72	3	0.00	0	21.82	1
	Injectables (\$/No.)	90.91	1	0.00	0	90.91	1	0.00	0
	Facials (\$/No.)	718.17	6	0.00	0	650.01	5	195.46	3
	Makeup (\$/No.)	0.00	0	159.09	2	0.00	0	0.00	0
	Hair Styling (\$/No.)	109.11	6	142.73	5	36.36	2	36.36	2
	Mens Cuts (\$/No.)	45.45	3	85.45	6	147.72	8	118.17	6
	Ladies Cuts (\$/No.)	225.00	7	133.00	4	63.64	2	40.91	2
	Hair Colouring (\$/No.)	723.63	15	154.55	3	50.91	2	163.64	3
	Waxing & IPL (\$/No.)	146.36	5	318.18	10	236.37	9	54.55	3
Tags (Top 5)	WEB (%/No.)	100.00	2	0.00	0	0.00	0	0.00	0
	SAL (%/No.)	0.00	0	100.00	1	0.00	0	0.00	0

SERVICE (CONTD.)

- **Service Average Ticket:** Total service amount (\$) divided by number of service clients. This total will include any discounted amounts credited towards employee service (\$).

- **Service Rebooking (%/No.):**

Percentage - The percentage of appointments rebooked.

Number - The total number of appointments due to a rebooking.

- **Service Costs:** The costs associated with services performed by the employee.

RETAIL

• **Retail Clients:** The total number of clients that had a service and also bought retail.

• **Retail Total (\$/pts):**

Takings - The total retail amount (\$) purchased by clients who had a service.

Units - The total number of individual retail units purchased by clients who had a service.

• **Retail Average Ticket:** The total retail amount (\$) divided by the number of clients who had a service.

• **Retail Units per Ticket:** The total number of units divided by the number of clients who had a service and purchased retail.

CONV

• **Retail Conversion %:** The percentage of service clients that also purchased retail.

• **Retail Conversion Avg Ticket:** The total amount of retail (\$) divided by the number of service clients who bought retail. This total will include any discounted amounts credited towards employee product totals (\$).

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To Friday, 1 July, 2016

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For Employees: Anna, Business, Chris, James, Katie, Lucy

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	Service \$ per Hour	13.74	14.47	16.00	7.38				
	Service Total (\$/pts)	2,435.90	0.00	1,438.43	0.00	1,439.55	0.00	730.91	0.00
	Service Average Ticket	76.12		55.32		79.98		60.91	
	Service Rebooking (%/No.)	0.00	0	0.00	0	0.00	0	0.00	0
	Service Costs	0.00		0.00		0.00		0.00	
	Retail Clients	3		0		0		2	
	Retail Total (\$/pts)	114.39	0.00	0.00	0.00	0.00	0.00	248.64	0.00
	Retail Average Ticket	3.57		0.00		0.00		20.72	
	Retail Units per Ticket	0.00		0.00		0.00		0.00	
	Serv + Ret	Service + Retail Avg Ticket	79.70		0.00		0.00		81.63
Service + Retail (\$/pts)		2,550.29	114.39	0.00	0.00	0.00	0.00	979.55	248.64
Conv	Retail To Service %	0.05		0.00		0.00		0.34	
	Retail Conversion %	9.38		0.00		0.00		16.67	
	Retail Conversion Avg Ticket	38.13		0.00		0.00		124.32	
Retail Only	Retail Only Clients	8		4		2		0	
	Retail Only Total (\$/pts)	305.27	0.00	231.50	0.00	399.86	0.00	0.00	0.00
	Retail Only Average Ticket	38.16		57.88		199.93		0.00	
	Retail Only Units per Ticket	1.63		2.25		2.00		0.00	
Totals	Total Sundry+GC (\$/pts)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
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Tags (Top 5)	WEB (%/No.)	100.00	2	0.00	0	0.00	0	0.00	0
	SAL (%/No.)	0.00	0	100.00	1	0.00	0	0.00	0

SERV + RET

• **Service + Retail Avg Ticket:** The total amount of services (\$) plus the total amount of retail (\$) divided by the amount of service clients.

• **Service + Retail (\$/pts):**

Takings - The total amount of services (\$) plus the total amount of retail purchased by service clients (\$).

Points - The total number of points taken from retail over the date range chosen.

• **Retail To Service %:** The total retail amount (\$) divided by the total service amount (\$).

RETAIL ONLY

• **Retail Only Clients:** The number of clients who purchased only retail items.

• **Retail Only Total (\$/pts):**

Takings - The total amount (\$) of retail only purchases. This total will include any discounted amounts credited towards employee product totals (\$).

Points - The total number of points credited to employees from clients who purchased retail only that did not have a service over the given date range.

• **Retail Only Average Ticket:** The total amount (\$) of retail only purchases divided by the number of retail only clients. This total will include any discounted amounts credited towards employee product totals (\$).

• **Retail Only Units per Ticket:** The total number of units divided by the number of clients who purchased retail only.

SERVICE CATEGORY

The total amount (\$) and the number of services from the 10 service reporting categories.

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		Service Costs	0.00		0.00		0.00		0.00	
		Retail	Retail Clients	3	0	0	2			
			Retail Total (\$/pts)	114.39	0.00	0.00	0.00	0.00	248.64	0.00
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Tags (Top 5)	WEB (%/No.)	100.00	2	0.00	0	0.00	0	0.00	0	
	SAL (%/No.)	0.00	0	100.00	1	0.00	0	0.00	0	

TOTALS

• **Total Sundry+GC (\$/pts):** The total amount (\$) of sundry items including gift certificates. For gift certificates, the allocation of money depends on whether the employee receives a % of sale in the gift certificate setup. This total will include any discounted amounts credited towards employee sundry totals (\$).

• **Total Retail (\$/pts):** The total amount (\$) of all retail purchases.

• **Total Takings (\$/pts):**

Takings - The total amount (\$) of services / retail and sundry items.

Points - The total number of points credited to employees from client purchases over the date range chosen. This total will include any discounted amounts credited towards employee service / retail or sundry totals.

• **Total Clients:** The total number of service clients and retail only clients.

TAGS (TOP 5)

The 5 most used appointment tags over the given date range.