

LEAP Daily Checklist

Date & Time	Shift	AM / PM	Supervisor Name
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Clean up	
Desks are clean and tidy ready for next shift?	
Boards are either updated or erased?	
Client-specific agent material returned to its proper place?	
Equipment accounted for and in good condition?	
Damaged equipment given to IT?	
Supervisor area clean?	

Supervisor Main Tasks	
LAEP Game Plan complete?	
Daily Reporting reviewed? (if applicable)	
Monitoring forms completed and signed? (include quantity)	
Return to Works done?	
Other (please specify)	

My packet will be submitted to	
Manager Name	
Supervisor initials	

Today's scheduling			
Scheduled		Shrink Calculation	
Attended		Total number of agents scheduled (A)	
Called in - sick		Total number of hours scheduled (B)	
Called in – personal		Actual hours run (C)	
Pre-planned benefit day		Shrink ('B' - 'C' = 'Shrink')	
No call/ no show			

RAG List		
Agent Name	Symptom/Observation	Action Steps

Additional Comments regarding shift

Supervisor Signature.....

LEAP Game Plan

Supervisor:	ID:	Date:
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1st Hour	Agent Name:	Previous identified issues	Action steps:

2nd Hour	Agent Name:	Previous identified issues	Action steps:

3rd Hour	Agent Name:	Previous identified issues	Action steps:

4th Hour	Agent Name:	Previous identified issues	Action steps:

5th Hour	Agent Name:	Previous identified issues	Action steps:

6th Hour	Agent Name:	Previous identified issues	Action steps:

7th Hour	Agent Name:	Previous identified issues	Action steps:

Comments regarding shift	
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*Throughout the day please block out time for Agent Retention efforts between yourself and your team. Be sure to use this time effectively. The focus should be on that which will increase an individual’s desire to remain with the company.

You should determine how your agents are prioritised on the shift game plan based on previous reviews and any AFT concerns. Your game plan may not materialise exactly as planned, so, please indicate changes on the sheet above by drawing arrows and adding or crossing off as they change during shift. Make sure that the action steps are logical based on the concerns you have listed. Have a GREAT shift! *