**[A blue background with white text

Description automatically generated](https://www.smartsheet.com/try-it?trp=12229&utm_source=template-word&utm_medium=content&utm_campaign=End+of+Shift+Report+Template-word-12229&lpa=End+of+Shift+Report+Template+word+12229)End-of-Shift Report Template Example**

|  |  |  |  |
| --- | --- | --- | --- |
| Employee Name | Marta Hicks | | |
| Department | Customer Support | | |
| Position | Senior Representative | | |
| Date | 7/21/20XX | | |
|  |  |  |  |
|  |  |  |  |
| 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. |
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|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| 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 Template**

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| --- | --- | --- | --- |
| Employee Name |  | | |
| Department |  | | |
| Position |  | | |
| Date |  | | |
|  |  |  |  |
|  |  |  |  |
| Activity | Start Time | End Time | Description |
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|  |  |  |  |
| Other Comments | | | |
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|  |  |  |  |
|  |  |  |  |
| Employee Name |  | | |
| Signature |  | | |
| Team Leader Name |  | | |
| Signature |  | | |
|  |  |  |  |
|  |  |  |  |
| Shift Summary: Details on tasks completed and issues faced | | | |
|  | | | |
| Outstanding Tasks |  | | |
| Other Comments |  | | |
| Equipment / Inventory Check |  | | |

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