**End-of-Shift Report Template Example**

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| --- | --- |
| 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. |

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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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