

**THIS WEEK: Strong ticket volume this week, but deferred work is piling up and one bay ran under capacity.**

Weekly summary generated by ReportFrog from your live Shop Management Software + QuickBooks data.

<b>REPAIR ORDERS</b> <h1>84</h1> +6 vs last week	<b>REVENUE</b> <h1>\$31,880</h1> +9% vs last week	<b>AVG TICKET</b> <h1>\$379</h1> +3% vs last week	<b>DEFERRED WORK ROs</b> <h1>11</h1> +4 vs last week
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WHAT NEEDS YOUR ATTENTION

- Revenue up 9% — best week this month. Dan K. and Ray S. driving most of the volume.
- 11 deferred work ROs sitting in the system — approximately \$3,200 in recoverable revenue.
- Pete G. at 78% efficiency — review job mix. May be absorbing too many diagnostic-heavy ROs.
- Marcus in lube bay at 53% utilization — consider cross-training on tires to improve throughput.

TECHNICIAN EFFICIENCY

Technician	ROs	Flag Hrs	Revenue
Dan K. (Master)	21	38.5	\$9,240
Ray S. (A-Tech)	19	31.0	\$7,410
Pete G. (B-Tech)	17	26.5	\$5,950
Marcus L. (Lube)	16	18.0	\$4,480
Bay 5 – Tires	11	14.0	\$4,800
<b>TOTAL</b>	<b>84</b>	<b>128.0</b>	<b>\$31,880</b>

HOURS / JOBS vs. ESTIMATE

RO / Job Type	Est	Actual	Variance
Brake Job x3	2.0	2.1	+0.1
Trans Flush x2	1.5	1.5	--
Engine Diag – Pete	2.5	4.2	+1.7
Tire R&B x6	0.8	0.8	--
Diesel Injector R&R	5.0	7.5	+2.5

ACTION ITEMS THIS WEEK

- Call deferred RO customers — brake and tire jobs flagged. ~\$3,200 sitting on the table.
- Review Pete G.'s job mix — reduce diagnostic-only ROs and pair with billable repair work.
- Stop assigning walk-ins to Dan K. — protect his time for complex, high-ticket jobs.
- Cross-train Marcus on tires this week to improve lube bay throughput and revenue per hour.
- Review diesel injector R&R estimate — ran 2.5 hrs over. Adjust flat rate going forward.

NEXT WEEK SNAPSHOT

<b>ROs SCHEDULED</b> <h1>79</h1> Across 5 bays	<b>CAPACITY</b> <h1>88%</h1> Near full — watch overflow	<b>EST. REVENUE</b> <h1>\$29,800</h1> Based on booked ROs	<b>DEFERRED FOLLOW-UPS</b> <h1>11</h1> Call list ready
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- Two fleet accounts scheduled Tuesday and Thursday — confirm parts are on hand before arrival.
- Diesel injector follow-up needed Monday — customer waiting on status update.