

THIS WEEK: Good call volume this week, but callback rate is up and two techs ran over on jobs.

Weekly summary generated by ReportFrog from your live ServiceTitan + QuickBooks data.

<p>SERVICE CALLS</p> <p>63</p> <p>+5 vs last week</p>	<p>REVENUE</p> <p>\$22,150</p> <p>+7% vs last week</p>	<p>AVG TICKET</p> <p>\$352</p> <p>Steady</p>	<p>CALLBACKS / REWORK</p> <p>6</p> <p>+2 vs last week</p>
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WHAT NEEDS YOUR ATTENTION

- Revenue up 7% — strong week driven by water heater installs and drain calls.
- Jake R. had 3 callbacks this week — second highest on team. Review his last 5 jobs.
- Tyler B. averaging 2.9 hrs/call vs team avg of 2.1 — normal for new tech, monitor through week 10.
- Parts inventory running low — 3/4" ball valves and expansion tanks need reorder before Thursday.

TECHNICIAN PERFORMANCE

Technician	Calls	Avg Hrs	Revenue
Mike D.	14	1.8	\$5,880
Jake R.	12	2.4	\$3,960
Chris T.	11	1.9	\$4,510
Luis M.	10	2.1	\$4,200
Tyler B.	9	2.9	\$2,700
TOTAL	63	2.1 avg	\$22,150

HOURS / JOBS vs. ESTIMATE

Job / Call Type	Est	Actual	Variance
Water Heater Install	3.0	3.5	+0.5
Drain Clear x4	1.0	1.0	--
Jake R. - Callback	1.5	3.2	+1.7
PRV Replacement	2.0	2.0	--
Slab Leak Repair	6.0	8.5	+2.5

ACTION ITEMS THIS WEEK

- Ride-along with Jake R. on next water heater call — 3 callbacks this week is above threshold.
- Reorder 3/4" ball valves and expansion tanks — running low based on this week's jobs.
- Check if dispatchers are upselling PRV checks and water heater flushes on service calls.
- Callback rate at 9.5% — above 5% target. Review with team at Monday morning huddle.
- Tyler B. at week 6 — schedule check-in to review call approach and time management.

NEXT WEEK SNAPSHOT

<p>CALLS SCHEDULED</p> <p>58</p> <p>Across 6 technicians</p>	<p>CAPACITY</p> <p>92%</p> <p>Near full — watch overflow</p>	<p>EST. REVENUE</p> <p>\$20,400</p> <p>Based on booked calls</p>	<p>PARTS ON ORDER</p> <p>2 items</p> <p>Expected Thursday</p>
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- Slab leak follow-up scheduled Tuesday — confirm crew and equipment before Monday.
- Two maintenance contract renewals due this week — confirm scope before expiry.