

# Shift Confirmation Checklist

Turn no-shows into exceptions the day before (cutoff + rules + escalation).

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## 1 Set your three definitions (write them once)

- Acknowledgement cutoff time: \_\_\_\_\_ (e.g., 6:00pm day before)
- Late threshold: \_\_\_\_\_ minutes after start (e.g., 10)
- No-show threshold: \_\_\_\_\_ minutes after start (e.g., 30) + reason required to override

## 2 Two-button confirmation (keep it boring)

- Worker action choices: "OK (I'm on)" or "Can't (I'm out)"
- Anything unacknowledged by cutoff becomes an **EXCEPTION** (not "maybe")
- Capture decline reason (pick-list is fine): transport / induction / clash / sick / other

## 3 Escalation ladder (owner + time)

- At cutoff ( \_\_\_\_\_ ): Supervisor notified with list of unconfirmed shifts
- At \_\_\_\_\_ : Ops/Scheduler takes over (fills or reassigns)
- At \_\_\_\_\_ : Site lead gets "final check" list before start time

## 4 Run it weekly (5 minutes)

- % shifts acknowledged before cutoff (target ↑)
- # understaffed starts due to unconfirmed/no-show (target ↓)
- Top 3 decline/no-show reasons (fix one root cause per week)

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Want the editable template? **Comment CHECKLIST** and I'll send the fill-in version.

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