

Shift Confirmation Checklist

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

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)

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

castledot.com