



End of the Day Template

Below is a sample template for someone in the Human Resources Department. In addition to the chart below team members would be encouraged to add notes that may not fit neatly into any of the above categories. A good example may be “I spoke to Susie today and her grandson was in a car accident, he fractured 3 bones in his leg. Please keep Susie and her grandson in your thoughts.”

Goal Category	Daily/Weekly Results	Daily/Weekly Goal	Plan to Improve Results
1. Number of Caregiver Inquiries			
2. Number of Interviews Set Up			
3. Number of Interviews Conducted			
4. Number of Caregivers Hired			
5. Number of Caregivers Paid			

Important Notes to Consider:

- You cannot just send a template to a team member and expect them to run with it. We recommend that you have a 1:1 training with the team member about the expectations of this report and work **with** them to breakdown the Monthly goals into Daily Goals. Some items can be broken down to daily results such as “Number of Inquiries” while “Number of Caregivers Paid” may not make sense on such a micro level.
- You need to determine the best Goals/KPIs for your business which is why you need to spend time evaluating this before assigning it to your team members.

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Disclaimer: Please note that these are recommendations and should not be substituted for legal advice. In addition, please remember you are ultimately responsible for how you operate your business.



- The main point of this exercise is that every day your team member is inspecting their results. They are tying back why they showed up to work today to why they receive a paycheck.
- You must follow through with your team members when they do not send an End of Day. A hack you may consider is scheduling yourself an email for the first 2-3 weeks of implementation where you receive an email from yourself that says in the subject line: “End of Day?” When you receive this email at 5 or 6 p.m. at night you can do a quick scan to make sure you received an End of Day report from all of your Direct Reports. If you didn’t, you can forward that email to them or start a new email. Keep it short and simply ask, “Did you send your end of day and I’m overlooking it?” This will help them (and you) get in the habit of a daily report.

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