

Front-desk tally sheet

Week of _____

Keep this next to the front-desk phone for five working days. Every time one of these interrupts someone, add a tick in that column. On Friday, add up each column.

	Missed calls	Reminders and no-shows	Forms	Records and referrals
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Total ticks				
Minutes each a rough guess is fine				
Hours a week ticks × minutes ÷ 60				

The column with the most hours is where to start. Example: 15 records requests × 12 minutes = 3 hours a week. Gondley Consulting gondleyconsulting.com