

Owners Office Day Checklist

- _____ MBWA – (Management **By Walking Around**) Spend your 1st 30-60 minutes checking in with staff, seeing if they need any support from you.

- _____ Pull financial reports, (Service, Retail, clients, pre-booking)
Review stats! Did you reach the intended goals? If not what are the plans and who do you need to talk to make sure it happens.

- _____ Post acknowledgements for team members who hit their goals the previous week. Celebrate the successes, Have conversations to support those who did not.

- _____ Meet with Management – make sure policies and procedures are moving forward this week (Did thank you cards go out? New guests follow up has happened, any other systems that need your attention and management are in action.

- _____ Check retail (do you need to pull reports to check where you are, create orders, review inventory etc.. Even if you have someone else in charge of retail you want to KNOW that is happening...

- _____ Take 2 or 3 breaks throughout the day, make sure that you are being the “FACE” of the company. Spend time greeting guests, supporting team members, sweeping, shampooing, laundry etc... You want to team to know you are there and the guests to see and feel you 😊 don't hide out in the office.

- _____ Payroll up to date and ready to close out at the end of week

- _____ Complete any bill paying or paperwork.

- _____ Meet with leadership team each week.

- _____ Update any incentives and promotional tracking (if you have any running)

- _____ Keep your calendar updated with education dates/ meetings/etc.

- _____ Schedule any community functions; check on details for all charities that we support.

- _____ Schedule and meet with individual team members. Be sure to keep written records of conversations.