

Unbooked Call Reason Card

Week of: _____

Answered but not booked? Circle ONE letter in today's row before the next call. Booked calls go on the board, not here.

NEVER BOOKABLE (doesn't count against you)

- A Not a customer call** Wrong number, spam, vendor, job seeker, staff, personal.
- B Existing job or bill** Status, reschedule, confirming a time, invoice question.
- C Outside our area** Real problem, but you don't go there.
- D Work we don't do** Wrong trade, or a job type you don't take.

BOOKABLE BUT LOST (what you can fix)

- E Fee declined** Heard the dispatch / after-hours fee and said no.
- F Wanted a price first** Wanted a repair price over the phone.
- G No slot that worked** Capacity call — on the owner, not the phone.
- H Calling back / thinking it over** Note "wants regular hours" here.
- I Needs spouse, owner, or landlord** Person on the phone can't say yes.
- J Getting other quotes** Calling around.
- Other** Write one line at the bottom, in the caller's words.

Circle one letter per unbooked call, in today's row. Each letter has six spots per day.

Mon	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
Tue	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
Wed	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
Thu	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
Fri	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
Sat	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
Sun	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth
	A	A	B	B	C	C	D	D	E	E	F	F	G	G	H	H	I	I	J	J	Oth	Oth

FRIDAY COUNT

Never bookable (A–D): _____

Bookable but lost (E–J): _____

Other: _____

Top two lost codes: _____

G (no slot) count: _____ → owner's call

Other (one line each)
