RENTAL COUNTER · OUTFITTER SHIFT

Callback handover sheet

Blank sheet · Write in roles, not staff names.

Before the shift, agree who checks missed calls and who takes over. Fill this in together and keep it where staff can find it.

Shift / date: _____ Applies until: _____

1. Own the callback check

Responsible staff role

Backup staff role

When / how the backup takes over

2. Agree when to review

Choose check times the team can keep, including after-hours messages.

Review time(s) / trigger and next check after closing

Where the approved staff-only callback queue is kept

3. Find approved routine answers

Use current hours, pickup / meeting instructions and return rules.

Where the approved reference is kept / role that updates it

Where staff must check availability before confirming

4. Route exceptions to a person

List requests staff cannot approve and the role authorized to decide.

Exception → decision role (and backup)

If neither is reachable, staff's agreed next step

> Keep caller details in your approved staff-only queue, not on this sheet. Follow your existing emergency procedure for urgent safety concerns. Don't promise an exception or booking before an authorized person confirms.

At handover, check together

- ☐ Next shift accepts open items in the staff-only queue.
- ☐ Owner / backup, next review and current answer source are clear.

Free help from Growth Ops Agency · Utah call-handling guide · Missed-call self-check

Request a Free Missed-Call Revenue Audit — optional, separate contact form.

Questions: growth-ops-agency@brainer.one