EXAMPLE · FICTIONAL DATA · NOT A REAL REPORT

Front Desk Crew Run Report

> What Front Desk Crew did on this run: what it found, filed or sent, what was approved or denied, what is pending and what needs you, with next steps and totals to date.

RUN REPORT FOR

Juniper & Pine Hair Studio (fictional)

Front desk day · 2026-11-22

MESSAGES IN THIS RUN

4

6 to date.

NEEDS YOU

1

Waiting for your yes or a detail.

1 PENDING

Messages in	4 this run	6 to date
Replies drafted	4 this run	4 to date
Sent by you	2 this run	2 to date
Held by safety check	1 this run	1 to date
Pending	1 this run	1 to date
Needs you	1 this run	1 to date

RUN	RUNS TO DATE	OPEN ITEMS	MADE WITH
2026-11-22	2	2	Front Desk Crew

01 · THIS RUN

Front desk day: 2026-11-22

Example data: 4 replies drafted, 2 approved and sent by you, 1 held by the Safety Gate, 1 waiting for your yes. Outcomes shown are example data. Nothing was sent without your yes.

MESSAGES IN
4
this run

REPLIES DRAFTED
4
this run

SENT BY YOU
2
this run

HELD BY SAFETY CHECK
1
this run

PENDING
1
this run

NEEDS YOU
1
this run

THIS RUN

Items on this run (6)

ITEM	STATUS	NEXT STEP
Missed call: color appointment question Reply drafted and passed the Safety Gate; you approved it and sent it. Example outcome (example data): the caller booked a color appointment	APPROVED	
Website question: parking You approved the drafted answer and sent it. Example outcome (example data): no follow-up question came back	APPROVED	
Review reply: 2-star wait-time review Reply drafted; it passed the Safety Gate and waits for your yes	DRAFTED	Approve it, then post it yourself
Reschedule request for Saturday Held by the safety check: it offered a slot not in your hours	HELD	I'll redraft with real slots
Question about a price not in the Brain FAQ gap: men's cut price	NEEDS YOU	Add the price to the Brain
Lead: bridal party of 5 Waiting on the customer's date	PENDING	Follow up Monday

HOW TO READ THIS DOCUMENT

FOUND Messages in · DRAFTED Replies drafted · APPROVED Sent by you
HELD Held by safety check · PENDING Pending · NEEDS YOU Needs you

02 · NEEDS YOU

What is waiting on you or on someone else

Pending items are waiting on someone else. Needs-you items wait for your yes, a detail, or a step only you can take.

OPEN

Open items (2)

ITEM	STATUS	SINCE	NEXT STEP
Question about a price not in the Brain FAQ gap: men's cut price	NEEDS YOU	2026-11-22	Add the price to the Brain
Lead: bridal party of 5 Waiting on the customer's date	PENDING	2026-11-22	Follow up Monday

03 · TOTALS TO DATE

Everything since the first run

2 runs from 2026-11-21 to 2026-11-22.

MESSAGES IN
6
to date

REPLIES DRAFTED
4
to date

SENT BY YOU
2
to date

HELD BY SAFETY CHECK
1
to date

PENDING
1
to date

NEEDS YOU
1
to date

Totals to date by status

Each item counts once for every stage it reached; pending and needs-you count what is open now.



HISTORY

Run history (2 runs)

DATE	RUN	MESSAGES IN	REPLIES DRAFTED	SENT BY YOU	HELD BY SAFETY CHECK	PENDING	NEEDS YOU
2026-11-21	Front desk day	2	0	0	0	0	0
2026-11-22	Front desk day	4	4	2	1	1	1
	Totals to date	**6**	**4**	**2**	**1**	**1**	**1**

HOW THE HISTORY ADDS UP

Each run counts the stages an item first reached on that run, so the run rows add up to the totals. Pending and Needs you show what was open on that run, so their total is what is open now.

04 · NEXT STEPS

What happens next

NEXT STEPS

- [ ] Approve the review reply.
- [ ] Add the men's cut price to the Brain.
- [ ] Follow up with the bridal party on Monday.

NOTHING WITHOUT YOUR YES

Front Desk Crew never sends, files, posts or buys anything without your yes.

CLIPDUE

CLIP WHAT'S DUE

Front Desk Crew Run Report

What Front Desk Crew did on this run: what it found, filed or sent, what was approved or denied, what is pending and what needs you, with next steps and totals to date.

Front Desk Crew · v1.3

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