



# Service **Scheduling** and Business **Manager**

## Savings Realisable by using SlottaTime

Appointments per day: **10**

Function or task	Time Saved per Appointment (minutes)		
	Administrative / Office Manager	Office Administrator	Labourer /Serviceman
Identify Customer		1	
Enter Appointment		2	
Repeat Appointment		5	
Customer Enquiry		2	
Locate Customer			4
Understand Work Requirements			5
Produce Invoice		4	
Produce Statement (6 min per Statement / 3 appointments)		2	
Receipt a Payment		3	
Assign tasks	3		
Review Customer History		2	
Confirm Customer Account Status		2	
Resolve Invoice Enquiries (save 5 min/Enq, 1 Enq/10 Appt.)		0.5	
Automatic Follow up on Quotes (5min/Quote, 1 Qte/10 Appt.)		0.5	
Customer Follow-up/ Reminders (5min/each, 1/10 Appt)		0.5	

Total Minutes	3	25	9	
Hourly Rate	\$20.05	\$17.45	\$13.00	
				<b>Savings:</b>
Savings per Appointment:	\$ 1.00	\$ 7.13	\$ 1.95	\$ 10.08
Savings per Day:	\$ 10.03	\$ 71.25	\$ 19.50	\$ 100.78
Savings per 5 Day Week:	\$ 50.13	\$ 356.27	\$ 97.50	\$ 503.90
<b>Savings per year (249 days)</b>	<b>\$ 2,496.23</b>	<b>\$ 17,742.29</b>	<b>\$ 4,855.50</b>	<b>\$ 25,094.01</b>

