SOP: Managing No-Shows and Late Arrivals

This SOP focuses on **managing no-shows and late arrivals** to ensure efficient scheduling and minimize disruptions. It includes procedures for monitoring attendance, communication protocols for employees and clients, steps for documenting incidents, and strategies for mitigating the impact on operations. The goal is to maintain productivity, uphold service quality, and foster accountability by addressing attendance issues promptly and consistently.

1. Scope

This SOP applies to all staff and clients involved in scheduled meetings, appointments, or shifts. It covers procedures for both employee and client attendance management.

2. Definitions

- **No-Show:** Failure to arrive at a scheduled time without prior notice.
- **Late Arrival:** Arrival after the scheduled start time.

3. Responsibilities

Role	Responsibility
Supervisors/Managers	Monitor attendance, enforce SOP, address repeat offenders, update records.
Employees	Report attendance issues in advance, follow notification protocols.
Reception/Scheduling Staff	Track attendance, notify relevant parties, document incidents.

4. Procedures

4.1 Monitoring Attendance

1. Maintain an up-to-date schedule for all appointments and shifts.
2. Track actual attendance in real time using logs or attendance software.

4.2 Communication Protocols

1. **Notification by Employees:**
   - Notify supervisor or relevant contact at least **2 hours** prior to scheduled time if unable to attend or delayed.
   - Use designated communication channels (phone, email, or internal messaging).

2. **Notification to Clients:**
   - Send reminder messages 24 hours and 1 hour before scheduled appointment.
   - If client is late by more than 10 minutes, attempt to make contact via phone or text.

4.3 Documenting Incidents

1. Record all no-shows and late arrivals in the attendance tracking system.
2. Document communication attempts and reasons (if provided) for lateness or absence.
3. For employees, maintain records for performance reviews and potential disciplinary action.
4. For clients, apply no-show policies (such as fees or rescheduling guidelines).

4.4 Mitigation Strategies

- Develop a standby/waitlist system for last-minute openings.
- Reassign tasks or appointments as needed to minimize downtime.
- For employees, implement a progressive discipline policy for repeated offenses.
- For clients, consider first-time waivers but enforce stricter policies for repeat offenses.

5. Review and Improvement

- Review attendance data monthly to identify patterns and improvement areas.
- Update SOP as needed to reflect operational changes and feedback.

6. References

- Attendance and punctuality policy
- Client agreement forms
- Disciplinary procedure guidelines