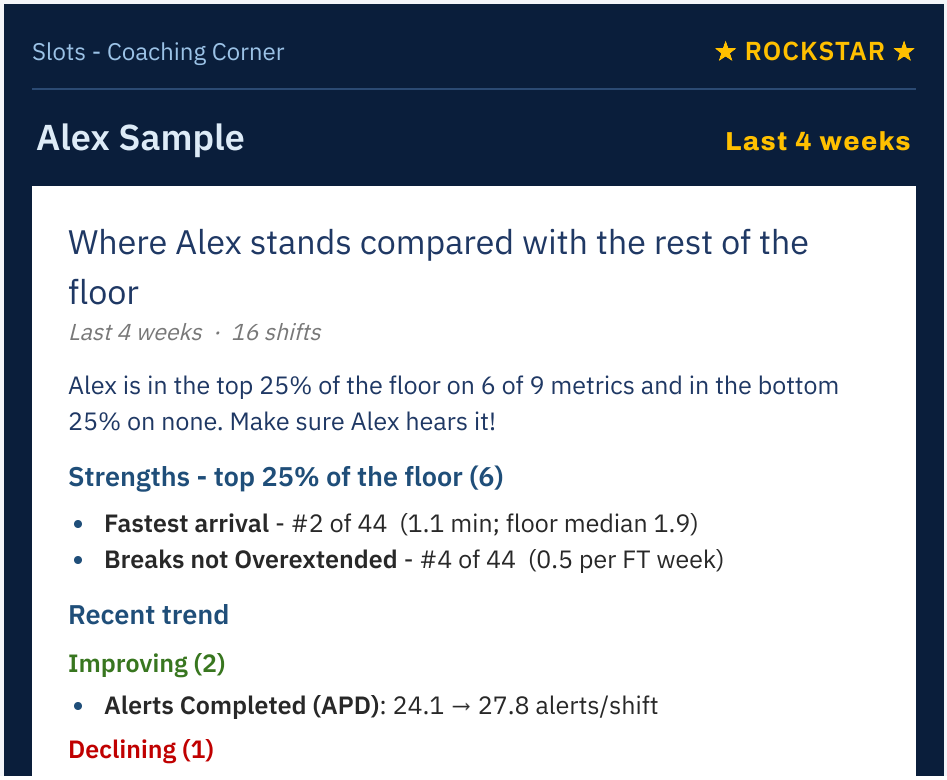
BK TEAM METRICS

Every attendant, measured against the whole floor - in plain English.

Know who is a ROCKSTAR, who needs COACHING, and exactly WHAT to talk about.

BK Team Metrics is an Excel workbook that turns the weekly Adept 9 reports - All Alert Detail, Break Time and Escalation Detail - into a coaching dashboard for a slot attendant team. One Update button imports the files, compares every attendant with everyone else on the floor across nine metrics, and writes a plain-English breakdown for each person: their strengths, what to work on, how they are trending, and who stands out as a Rockstar or a Growth Candidate.

Excel 2021 or newer | Data stays in the workbook | One button, about a minute



- **Acceptable Escalations** is a strength but slipped - mention it before it becomes a habit.

The Coaching Corner page for one attendant. Sample data.

THE OLD WAY AND THE NEW WAY

Stop staring at report exports. Start the coaching conversation.

BY HAND

Pull the Adept reports

↓

Build pivots and filters every week

↓

Eyeball who looks slow or busy, with no idea how the rest of the floor compares

↓

Write coaching notes from memory - or not at all.

WITH BK TEAM METRICS

STEP 1

Download

The week's three Adept reports.

STEP 2

Update

One button imports them and rebuilds everything.

STEP 3

Read

Team Progress for the team, the Coaching Corner for each person.

STEP 4

Coach

The focus, the facts, the tips and the videos are already on the page.

The numbers are not the point. The conversation is - and now it starts with facts.

WHAT YOU GET

Fair, specific, and ready before the shift starts.

Compared with the whole floor

Every attendant is ranked against everyone else who worked enough shifts - not against a guess. Top 25%, middle, or bottom 25%, on every metric.

Written in plain English

Strengths, things to work on, patterns that combine metrics, and an overall summary with the one or two things to coach first.

Trends, week over week

Improving or declining since last week (or last month), with flags when a weak spot is getting worse or a strength is slipping.

Rockstars and Growth Candidates

Who to recognize in front of the team, and who has the most to gain from coaching. The rules are numbers you set.

The exact events

A coaching list of long breaks, Busy right before a break, and escalations right before a break - with the time and the minutes, so nobody argues about "when".

Tips and training built in

What each metric means, why it matters, best practices and short training videos, chosen for whatever that person needs to work on.

THE NINE METRICS

Every name says what good looks like, so #1 is always the best.

1

Alerts Completed (APD)

Alerts finished per shift.

2

Fastest arrival

Assignment to arrival at the machine.

3

Fastest completion

How long the alert stays open.

4

Break Time Total

Minutes over the break allowance, per shift.

5

Breaks not Overextended

Breaks or lunches past their limit, per full-time week.

6

Breaks without Busy before

Busy taken right before a break.

7

Acceptable Escalations

Escalating right before a break, Busy or Guest Assist.

8

Least unavailable time

Busy plus break time, per shift.

9

Escalations Completed BONUS

Picking up alerts others escalated. Never held against anyone.

HOW IT RUNS

One workbook. One button. Nothing to install.

Everything lives **inside the Excel file**: the imported alerts, breaks and escalations, the comparisons and the written breakdowns. Importing the same week twice is safe - alerts already loaded are skipped - and the workbook tells you which weeks are still missing.

Built for **Excel 2021** on a work PC. The HOME sheet shows one set of sheets at a time - the team view, setup, weekly stats, imported data or coaching - so the tabs never get overwhelming, and every rule is a number on the Setup sheet.

GETTING STARTED

Set up in a few minutes.

1

Import

Pick one or more weeks of Adept downloads.

2

Change Team

Name the team and tick your attendants (up to five on Team Progress).

3

Add photos

Click a grey placeholder to give each person their picture.

4

Update weekly

Update Data is the only button you need after that.

Your data stays in your file. Nothing is sent anywhere.

Every step is logged, so if anything ever stops, the log shows exactly where.

Your edits are kept. Notes you type and tips you reword survive every update and every new version.

Full instructions and a training guide come with it.

Created by Brandon Kennard

ASM, for supervisors who coach a slots floor every week.

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BK Team Metrics is an independent personal productivity tool created to help with supervisor duties on a slots floor. It is not an official system of record and is not owned, endorsed, or supported by any employer or gaming enterprise. Its comparisons are a starting point for a conversation, not a performance rating, and should be checked against official records and current

procedures. Example data shown is fictional.

Use at your own risk. Suggestions for enhancements, changes, improvements, or fixes can be emailed to Brandon@BrandonKennard.com with the understanding that no new enhancements, changes, improvements, or fixes are guaranteed nor should they be expected. No future support for this personal productivity tool is implied or promised.