**BUSINESS PROCESS**

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| --- | --- | --- | --- | --- | --- |
| **Step** | **Who** | **Process Steps** | **Time taken****(min)** | **Day** | **Improvement Notes** |
| E.g. Initial Call | Reception | Take call using script |  | 1 |  |
|  |  | Enter details into CRM |  |  |  |
|  |  | Book appointment time | 12 |  |  |
| Booking confirmation | Scheduler | Review schedule every afternoon |  |  |  |
|  |  | Confirm all bookings for next day with customer |  | 2 |  |
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