

TELEPHONE CALL LOG ASSESSMENT – JANUARY-MARCH 2023

Date Of Assessment	Time Message Left	Time Message Returned	Time Taken To Return Call	Reason For Delay
10/01/2023	10:36	10:38	2 mins	
	11:48	11:55	7 mins	
	12:12	12:22	10 mins	
	12:46	12:50	4 mins	
	13:38	13:50	12 mins	
	14:47	15:01	14 mins	
	15:01	15:09	8 mins	
	16:25	16:45	20 mins	
24/01/2023	10:34	10:36	2 mins	
	12:15	12:20	5 mins	
	13:16	13:28	12 mins	
	14:45	14:55	10 mins	
	13:56	14:00	4 mins	
07/02/2023	11:05	11:13	8 mins	
	12:12	12:23	11 mins	
	14:48	14:59	11 mins	
	15:46	16:00	14 mins	
	16:19	16:30	11 mins	
21/02/2023	09:33	09:37	4 mins	
	10:33	10:46	13 mins	
	10:53	11:05	12 mins	
	11:38	12:08	30 mins	
	12:44	12:49	5 mins	
	15:32	15:44	12 mins	
07/03/2023	09:59	10:12	13 mins	
	10:30	10:41	11 mins	
	10:32	10:45	13 mins	

	12:14	12:36	22 mins	
	13:01	13:15	14 mins	
	14:46	14:58	12 mins	
	13:36	13:38	2 mins	
Average Time to Return Call – 10.5 Minutes				
Monitored on a weekly basis				
Relating on to messages left on the Box Office telephone system				