TELEPHONE CALL LOG ASSESSMENT – AUGUST - SEPTEMBER 2026				
Date Of Assessment	Time Message Left	Time Message Returned	Time Taken To Return Call	Reason For Delay
03/08/2026	11:34	11:36	2 mins	
	12:46	12:58	12 mins	
	13:48	14:00	12 mins	
	14:34	14:47	13 mins	
10/08/2026	09:46	09:58	12 mins	Extremely busy – brochure launch
	11:24	11:47	23 mins	Extremely busy – brochure launch
	12:35	12:45	10 mins	Extremely busy – brochure launch
	12:46	12:58	12 mins	Extremely busy – brochure launch
	13:48	14:00	12 mins	Extremely busy – brochure launch
	14:46	15:00	14 mins	Extremely busy – brochure launch
	15:02	15:10	8 mins	Extremely busy – brochure launch
	15:25	15:45	20 mins	Extremely busy – brochure launch
	16:01	16:04	3 mins	Extremely busy – brochure launch
17/08/2026	12:05	12:15	10 mins	
	14:02	14:22	20 mins	
	15:03	15:16	13 mins	
	15:46	16:00	14 mins	
	16:19	16:30	11 mins	
24/08/2026	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	
31/08/2026	11:33	11:44	11 mins	
	12:07	12:13	6 mins	
	12:35	12:48	13 mins	
	14:42	14:48	6 mins	
	15:02	15:10	8 mins	
	15:38	15:39	1 min	
	16:05	16:16	11 mins	
07/09/2026	09:45	09:55	10 mins	
	10:48	11:00	12 mins	
	10:55	11:05	10 mins	
	12:27	12:35	8 mins	
	13:58	14:10	12 mins	
	14:08	14:25	17 mins	
	15:57	16:05	8 mins	
14/09/2026	09:47	10.13	26 mins	Short-staffed due to leave
	10:37	11:00	23 mins	Short-staffed due to leave
	11:45	11:55	10 mins	Short-staffed due to leave
	13:38	13:56	18 mins	Short-staffed due to leave
	13:55	14:07	12 mins	Short-staffed due to leave
Average Time to Return Call (excluding major incidents) - 12 Minutes				
Monitored on a weekly basis				
Relating on to messages left on the Box Office telephone system				