

# Technician Performance Dashboard

Sparkle Maids Co. — 8 cleaners, week of May 25, 2026

May 29, 2026

● Live

ACTIVE CLEANERS

**8**

142 jobs completed this week

AVG CUSTOMER RATING

**4.6**

+0.1 vs last week

REDO RATE (WEEK)

**2.1%**

3 of 142 jobs flagged

RECURRING REVENUE SAVED

**\$1,160**

2 at-risk clients re-secured

## Cleaner performance — this week

All

Top

Needs review

CLEANER	JOB	TIME VS QUOTE	RATING	REDOS	ON-TIME	REVENUE	STATUS
<b>Maria L.</b> Team A	19	+4 min	4.9	0	100%	\$2,470	Top performer
<b>Dawn R.</b> Team A	21	-18 min	4.6	1	95%	\$2,310	Steady
<b>Tanya B.</b> Team B	18	+12 min	4.8	0	100%	\$2,540	Top performer
<b>Keisha M.</b> Team B	20	+2 min	4.5	0	90%	\$2,180	Steady
<b>Sofia G.</b> Team C	17	-3 min	4.6	1	94%	\$2,050	Steady
<b>Brittany W.</b> Team C · new hire	16	-31 min	4.3	3	88%	\$1,790	Coach this week
<b>Alex P.</b> Team D	15	+1 min	4.7	0	100%	\$1,980	Steady
<b>Renata C.</b> Team D	16	+9 min	4.8	0	97%	\$2,120	Top performer

## Clients at risk of churning

**Patterson**

\$145/wk

Rating dropped 5.0 → 3.0 over 2 visits. Cleaner changed 3 weeks ago. Suggest reassigning to Maria L.

**Nguyen**

\$120/wk

Skipped last scheduled clean, no rebook yet. Last 2 ratings were 4 with "missed baseboards" notes.

## This week's flags

- Brittany W. redo rate hit 3. Job times running 31 min under quote — likely rushing. Flagged today
- Maria L. and Tanya B. booked 9 add-on services (fridge + oven) this week, 2x team average. Today, 8:00 AM
- Patterson reassigned to Maria L. Recovery text sent to client. Today, 8:15 AM

## Average customer rating by cleaner (last 30 days)

Maria L.	<div style="width: 92%;"></div>	4.9
Tanya B.	<div style="width: 90%;"></div>	4.8
Renata C.	<div style="width: 90%;"></div>	4.8
Alex P.	<div style="width: 88%;"></div>	4.7
Dawn R.	<div style="width: 86%;"></div>	4.6
Brittany W. (new)	<div style="width: 75%;"></div>	4.3