How Staff Complete a Walk-In Service

Walk-In Manager · https://haircutnow.com/docs/how-staff-complete-a-walk-in-service/

Accepting a walk-in and starting service are separate stages.

Verify the client after accepting

After **Accept**, the screen shows **Accepted — verify the client** with a two-minute countdown. Check that the named client is present and the entry is a genuine walk-in.

If everything is correct, no additional action is required. Service starts automatically at the end of the countdown, even if the app is not open.

Before the countdown ends, use **Walked Out** if the client left, or **Not a Walk-In** to correct an entry that should not count as a walk-in. These pre-service actions preserve your rotation place and return you to Ready. They are unavailable once the deadline is reached.

Minimum completion timer

The business’s minimum service time begins when service starts, not when you accept the offer. For example, with a 15-minute minimum, completion becomes available 15 minutes after service starts.

The two-minute verification countdown and the minimum-completion timer are different. The end of either timer is not a reason to mark unfinished work complete.

Finish the service

When the client’s service is actually finished and the minimum timer has ended:

1. Open the active walk-in.
2. Choose **Mark Complete**.
3. Confirm if prompted and check the updated status.

Completion records the outcome and applies the normal rotation rules. Use the availability controls if you cannot take another client.

Activity and day rollover

Review the recorded outcome in **Today’s Activity**. This view follows the shop’s local business date.

Prior-day Accepted or In Service entries are automatically closed at business-day rollover. This is system housekeeping, not proof of the actual time a haircut ended. Record completion promptly so reports reflect your work accurately.