



Mgmt. Presence Report

User Guide & SOP

How to read the dashboard and find what you need.

Who this guide is for

Store managers, area managers, market leads, and anyone in operations who looks at the Mgmt Presence report.

No technical background needed. You don't need to know Power BI or anything about the data behind it. You just need to know how to use the report to answer the questions you care about.



1. What this report is for

The Mgmt. Presence report answers one simple question: are managers actually scheduled to be in the store when the store is open?

It is one of the 10 KPIs in the Brilliant Basics framework, and it sits inside the Team pillar. The score reflects planning quality - was a manager rostered for each open hour where it was more than 1 employee working.

What you can use it for

- See at a glance which markets, regions, or stores have the weakest management coverage.
- Spot patterns across the week (which day is the weakest - usually Saturday).
- Zoom into a single store and check whether managers are missing at the start, middle, or end of the day.
- Track whether things are getting better or worse over time.

The 85% benchmark

A store with a Mgmt Presence score of 85% or higher is considered On Track on this KPI. Below 85% means there are too many open hours without a manager on shift, and the store needs attention.

A quick note on the number

85% on this KPI is not the same as full Brilliant Basics status. Full BB status requires a score of 4.01 or higher across all 10 KPIs, plus a top Health Rating.

The 85% threshold in this report is a yardstick specifically for Mgmt Presence - it helps you sort the good from the not-so-good on this one metric.



2. The three pages of the report

The report has three pages. Each one is a different level of zoom. You start broad, then drill in.

Page 1 - Mgmt Presence – Group

The wide-angle view. Rows are regions and markets. Use this to see where the structural problems are across the org.

Page 2 - Workplace Mgmt Presence

The store-level view. Rows are individual stores. Use this when you already know which market you're looking at and want to find the specific stores driving the numbers.

Page 3 - Hourly Overview

The inside-the-day view. Rows are stores broken down by hour. Instead of a percentage, it shows the actual number of managers scheduled for each hour. Use this to spot planning mismatches - for example, five managers at opening but nobody at close.

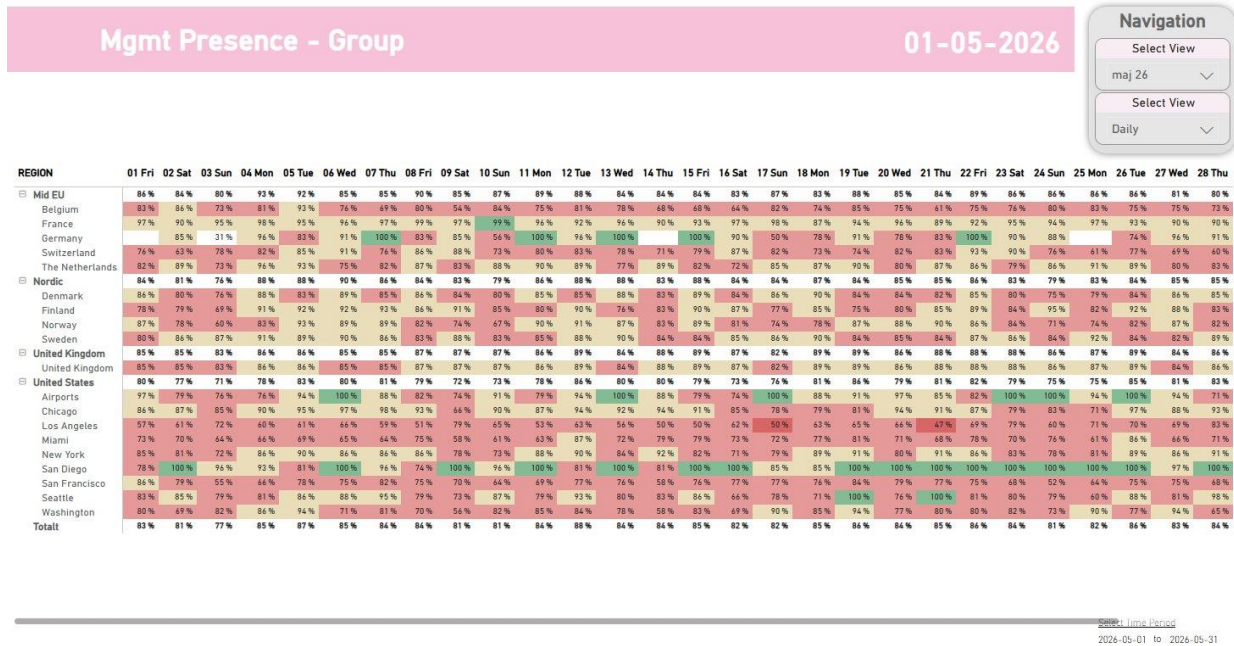
How to switch pages

At the bottom of the Power BI window, you'll see tabs: Market, Workplace, Hourly Overview. Click any tab to jump to that page.



3. Page 1 - Group view

This is where you start. The big picture.



Mgmt Presence – Group page, Daily view.

How to read it

- **Rows** are grouped by region (Mid EU, Nordic, UK, US). Click the small + or - icons on the left to expand or collapse a region and see the markets inside it.
- **Columns** show time periods. The example above is set to Daily, so each column is one day of the month.
- **Cells** show the Mgmt Presence percentage for that market on that day, with color shading to help you spot good vs bad at a glance.
- **The bottom row (Total)** gives you the global average across everything visible.

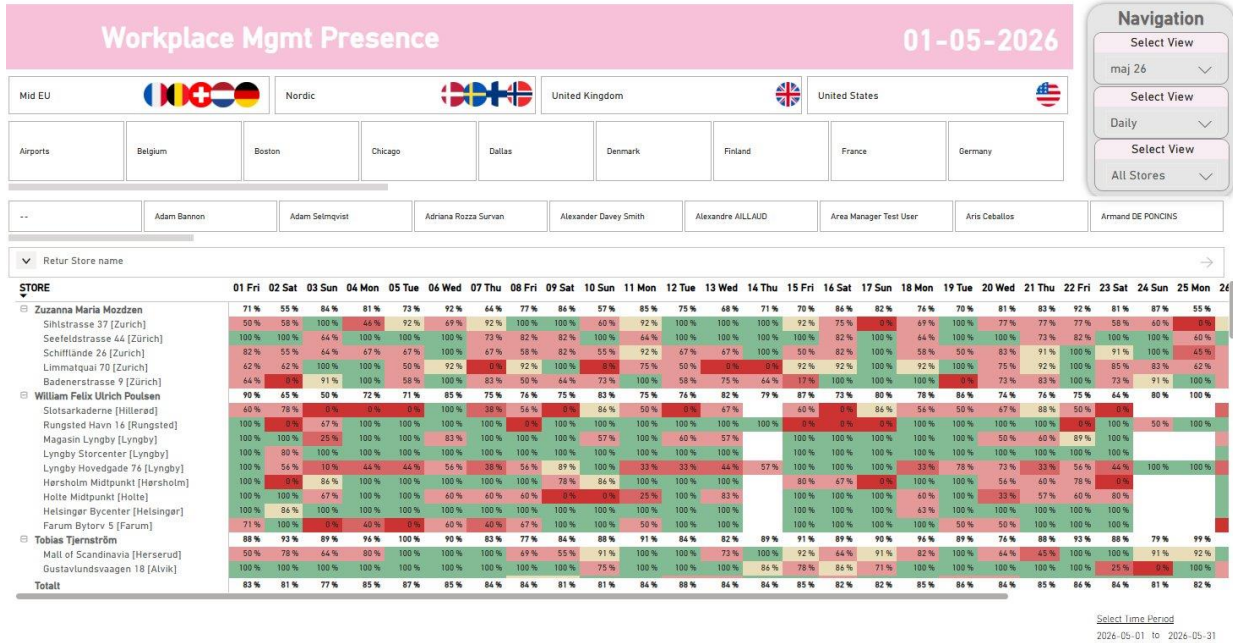
What to look for first

- A whole row that is mostly red - a market with a systemic problem.
- A whole column that is mostly red - a day of the week that is weak across the company
- Big swings between weekdays and weekends within a single market.



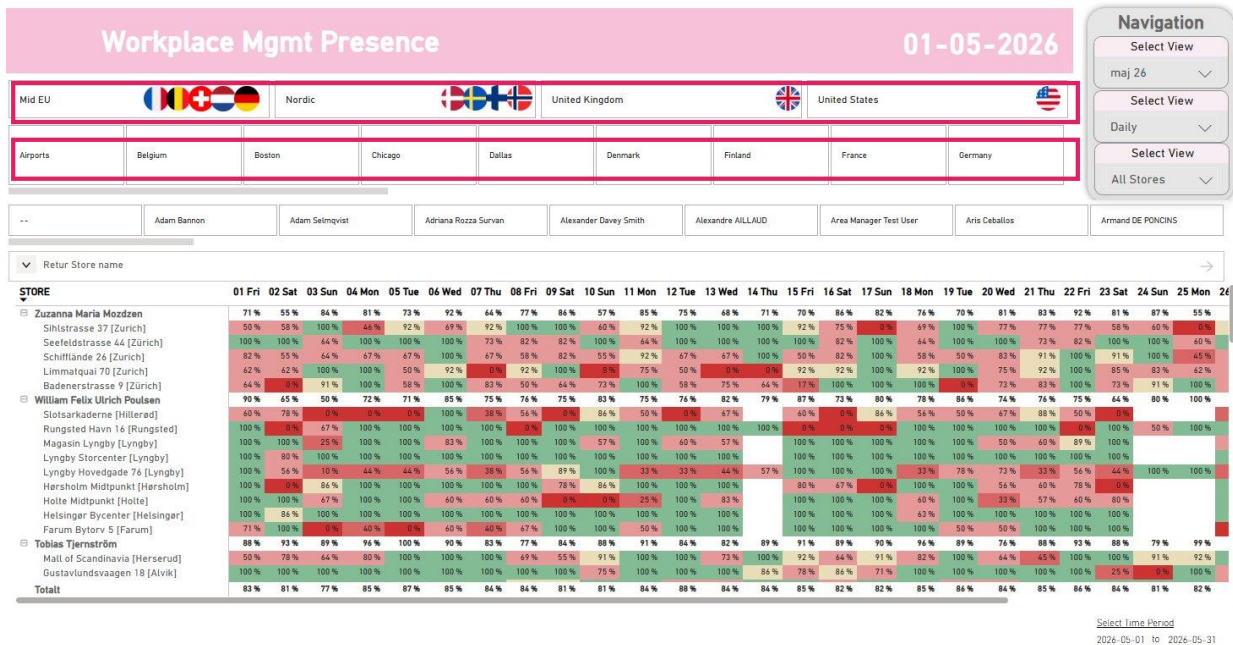
4. Page 2 - Workplace view

Once you've identified a market or region that needs attention on the Group page, this is where you find the actual stores driving the numbers.



The filters at the top

This page has more filters than the Group page, because it shows stores. The filters help you narrow down to the slice you care about.





- **Region tiles (top row):** Click Mid EU, Nordic, United Kingdom, or United States to focus on stores in that region. Click again to deselect.
- **Market tiles (second row):** Click a market name (Belgium, Denmark, France etc.) to narrow further. The market list changes depending on which region you selected.

Workplace Mgmt Presence 01-05-2026

Mid EU

Nordic

United Kingdom

United States

Navigation

Airports

Belgium

Boston

Chicago

Dallas

Denmark

Finland

France

Germany

Select View
maj 26
Select View
Daily
Select View
All Stores

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Adam Bannon
Adam Selmqvist
Adriana Rozza Survan
Alexander Davey Smith
Alexandre AILLAUD
Area Manager Test User
Aris Ceballos
Armand DE PONCINS

STORE	01 Fri	02 Sat	03 Sun	04 Mon	05 Tue	06 Wed	07 Thu	08 Fri	09 Sat	10 Sun	11 Mon	12 Tue	13 Wed	14 Thu	15 Fri	16 Sat	17 Sun	18 Mon	19 Tue	20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue
Zuzanna Maria Mozdzen	71%	55%	84%	81%	73%	92%	44%	77%	84%	57%	85%	75%	48%	71%	70%	84%	82%	74%	70%	81%	83%	92%	81%	87%	55%	
Sihlstrasse 37 [Zürich]	50%	53%	100%	44%	92%	69%	92%	100%	100%	40%	92%	100%	100%	92%	75%	3%	49%	100%	77%	77%	77%	58%	40%	3%		
Seefeldstrasse 44 [Zürich]	100%	100%	44%	100%	100%	100%	72%	82%	82%	100%	44%	100%	100%	100%	82%	100%	44%	100%	100%	73%	82%	100%	100%	40%		
Schiffplände 26 [Zürich]	82%	55%	44%	67%	67%	100%	67%	58%	82%	55%	92%	67%	67%	100%	50%	82%	100%	58%	50%	83%	91%	100%	91%	100%	45%	
Limmatquai 70 [Zürich]	42%	42%	100%	100%	50%	92%	0%	92%	100%	8%	75%	50%	0%	0%	92%	92%	100%	92%	100%	75%	92%	100%	85%	83%	42%	
Badenerstrasse 9 [Zürich]	44%	0%	91%	100%	58%	100%	83%	50%	44%	73%	100%	58%	75%	44%	17%	100%	100%	100%	0%	73%	83%	100%	73%	91%	100%	
William Felix Ulrich Poulsen	90%	65%	50%	72%	71%	85%	75%	76%	75%	83%	75%	76%	82%	79%	87%	73%	80%	78%	84%	74%	76%	75%	44%	80%	100%	
Slotskaderne [Hillerød]	40%	78%	0%	0%	0%	100%	38%	54%	3%	84%	59%	0%	47%	40%	0%	34%	54%	50%	47%	88%	50%	0%	0%	0%		
Rungsted Havn 16 [Rungsted]	100%	0%	47%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	0%	0%	0%	100%	100%	100%	100%	100%	100%	50%	100%	
Magasin Lyngby [Lyngby]	100%	100%	25%	100%	100%	83%	100%	100%	100%	57%	100%	40%	57%	100%	100%	100%	100%	100%	100%	50%	40%	89%	100%	0%		
Lyngby Storcenter [Lyngby]	100%	83%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	
Lyngby Hovedgade 74 [Lyngby]	100%	55%	15%	44%	44%	54%	38%	54%	89%	100%	33%	33%	44%	57%	100%	100%	100%	33%	75%	73%	33%	54%	44%	100%	100%	
Hørsholm Midtpunkt [Hørsholm]	100%	0%	84%	100%	100%	100%	100%	100%	78%	84%	100%	100%	100%	80%	47%	0%	100%	100%	54%	60%	78%	0%	0%	0%		
Holte Midtpunkt [Holte]	100%	100%	47%	100%	100%	40%	40%	40%	0%	0%	25%	100%	83%	100%	100%	100%	40%	100%	33%	57%	40%	80%	0%	0%		
Helsinger Bycenter [Helsinger]	100%	84%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	43%	100%	100%	100%	100%	100%	100%	100%	0%	
Farum Bytorv 5 [Farum]	71%	100%	0%	40%	0%	40%	40%	47%	100%	100%	50%	100%	100%	100%	100%	100%	100%	50%	50%	100%	100%	100%	100%	100%	0%	
Tobias Tjernström	88%	93%	89%	94%	100%	90%	83%	77%	84%	88%	91%	84%	82%	89%	91%	89%	90%	94%	89%	74%	88%	92%	88%	79%	99%	
Mall of Scandinavia [Herserud]	50%	78%	44%	80%	100%	100%	100%	49%	55%	91%	100%	100%	73%	100%	92%	44%	91%	82%	100%	44%	45%	100%	100%	91%	92%	
Gustavlundsvaagen 18 [Alvik]	100%	100%	100%	100%	100%	100%	100%	100%	100%	75%	100%	100%	100%	84%	74%	84%	71%	100%	100%	100%	100%	100%	25%	0%	100%	
Totallt	83%	81%	77%	85%	87%	85%	84%	84%	81%	81%	84%	88%	84%	84%	85%	82%	82%	85%	84%	84%	84%	84%	81%	81%	82%	

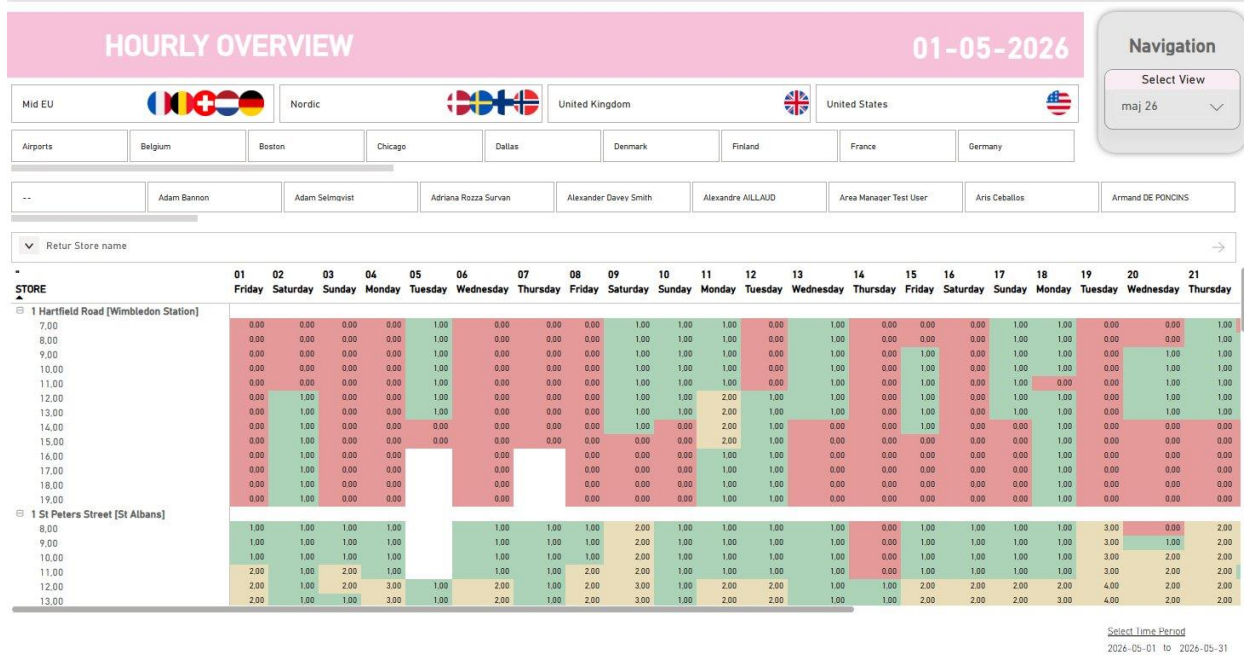
[Select Time Period](#)
 2026-05-01 to 2026-05-31

- **Area manager filter (pink box above):** Click an area manager's name to see only the stores they're responsible for.
- **Store search (green box above):** Type a store name to jump straight to it. Useful when you already know which store you're looking for.



5. Page 3 - Hourly Overview

This page shows you the inside of the day. Instead of a single percentage per store, you see how many managers were scheduled for each hour.



How to read it

- Each row is one store broken into hours (07:00, 08:00, 09:00 and so on).
- Each column is one day.
- The number in each cell is the count of managers scheduled for that hour.
- 0 means no manager scheduled. 1 means one manager. 5 means five.
- Colors work a bit differently from the other pages: Red = no manager, Green = 1 manager, Yellow = two or more managers. Yellow doesn't mean it's worse than green - it just helps you spot opportunities to reallocate managers across the hours.

Why this matters

A store can hit 85% Mgmt Presence on paper but still have a planning problem if all the managers are stacked at lunch and nobody is covering close. This view is where you spot that.

A real example

If you see 2 managers at 09:00, 2 at 10:00, 4 at 12:00 - then 0 from 14:00 and onward - that's a mismatch. Closing time is high-risk: high volume, tired staff, fewer managers. This view shows you those gaps clearly.



6. The three controls you'll use most

Every page has the same Navigation panel in the top-right corner. This is where you change what the report shows you. There are three things to change.

6.1 Change the time period

The Select View dropdown picks the month you're looking at.

Mgmt Presence - Group
01-05-2026

Navigation

Select View

maj 26 ▾

Select View

Daily ▾

REGION	01 Fri	02 Sat	03 Sun	04 Mon	05 Tue	06 Wed	07 Thu	08 Fri	09 Sat	10 Sun	11 Mon	12 Tue	13 Wed	14 Thu	15 Fri	16 Sat	17 Sun	18 Mon	19 Tue	20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	
Mid EU	85%	84%	80%	93%	92%	85%	90%	85%	90%	85%	87%	89%	88%	84%	84%	84%	83%	87%	83%	88%	85%	84%	89%	84%	86%	86%	86%	81%	80%
Belgium	83%	84%	73%	81%	93%	74%	49%	80%	54%	84%	75%	81%	78%	48%	48%	44%	82%	74%	85%	75%	41%	75%	74%	80%	83%	75%	75%	73%	
France	97%	90%	95%	98%	95%	94%	97%	99%	97%	99%	99%	94%	92%	94%	90%	93%	97%	98%	87%	94%	94%	89%	92%	95%	94%	97%	93%	90%	90%
Germany		85%	21%	94%	83%	91%	100%	83%	85%	56%	100%	94%	100%		100%	90%	50%	78%	91%	78%	83%	100%	90%	88%		74%	94%	91%	
Switzerland	76%	43%	78%	82%	85%	91%	76%	86%	88%	73%	80%	83%	78%	71%	79%	87%	82%	73%	74%	82%	83%	93%	90%	76%	61%	77%	49%	40%	
The Netherlands	82%	89%	73%	94%	93%	75%	82%	87%	83%	88%	90%	89%	77%	89%	82%	72%	85%	87%	90%	80%	87%	86%	79%	86%	91%	89%	80%	83%	
Nordic	84%	81%	74%	88%	88%	90%	86%	84%	83%	79%	86%	88%	88%	83%	88%	84%	84%	87%	84%	85%	85%	86%	83%	79%	83%	84%	85%	85%	
Denmark	84%	88%	76%	88%	83%	89%	85%	86%	84%	88%	88%	85%	88%	88%	87%	84%	84%	85%	90%	84%	84%	82%	85%	88%	86%	75%	79%	84%	85%
Finland	78%	79%	49%	91%	92%	92%	93%	84%	91%	85%	80%	90%	76%	83%	90%	87%	79%	85%	75%	80%	85%	89%	84%	95%	84%	92%	82%	83%	
Norway	87%	78%	40%	83%	93%	89%	89%	82%	74%	47%	90%	91%	87%	83%	89%	81%	74%	78%	87%	88%	90%	84%	84%	71%	74%	82%	87%	82%	
Sweden	80%	84%	87%	91%	89%	90%	86%	83%	88%	83%	85%	88%	90%	84%	84%	85%	84%	90%	84%	85%	84%	87%	84%	84%	92%	84%	82%	89%	
United Kingdom	85%	85%	83%	84%	84%	85%	85%	87%	87%	87%	84%	89%	84%	88%	89%	87%	82%	89%	89%	84%	88%	88%	88%	84%	87%	89%	84%	86%	
United States	80%	77%	71%	78%	83%	80%	81%	79%	72%	73%	78%	84%	80%	80%	79%	73%	76%	81%	84%	79%	81%	82%	79%	75%	75%	85%	81%	83%	
Airports	97%	79%	76%	74%	94%	100%	88%	82%	74%	91%	79%	94%	100%	88%	79%	74%	100%	88%	91%	97%	85%	82%	100%	100%	94%	100%	94%	71%	
Chicago	86%	87%	85%	90%	95%	97%	98%	93%	66%	90%	87%	94%	92%	94%	91%	85%	78%	79%	81%	94%	91%	87%	79%	83%	71%	97%	88%	93%	
Los Angeles	57%	61%	72%	40%	41%	44%	59%	51%	79%	45%	53%	63%	54%	50%	50%	62%	50%	63%	45%	44%	43%	49%	79%	60%	71%	70%	49%	83%	
Miami	72%	70%	44%	66%	69%	45%	44%	75%	58%	41%	43%	87%	72%	79%	79%	73%	72%	77%	81%	71%	48%	78%	70%	76%	41%	84%	46%	71%	
New York	85%	81%	72%	84%	90%	84%	84%	88%	78%	73%	88%	90%	84%	92%	82%	71%	79%	89%	91%	80%	81%	84%	83%	78%	81%	89%	84%	91%	
San Diego	78%	100%	94%	93%	81%	100%	94%	74%	100%	94%	100%	81%	100%	81%	100%	100%	85%	85%	100%	100%	100%	100%	100%	100%	100%	100%	97%	100%	
San Francisco	84%	79%	55%	44%	78%	75%	82%	75%	73%	64%	49%	77%	76%	58%	76%	77%	77%	74%	84%	79%	77%	75%	48%	52%	44%	75%	75%	48%	
Seattle	83%	85%	79%	81%	84%	88%	95%	79%	73%	87%	79%	93%	80%	83%	84%	64%	78%	71%	100%	74%	100%	81%	80%	79%	60%	88%	81%	98%	
Washington	80%	49%	82%	84%	94%	71%	81%	70%	54%	82%	85%	84%	78%	58%	83%	49%	90%	85%	94%	77%	80%	80%	82%	73%	90%	77%	94%	65%	
Totalt	83%	81%	77%	85%	87%	85%	84%	84%	81%	81%	84%	88%	84%	84%	85%	82%	82%	85%	86%	84%	85%	86%	84%	81%	82%	86%	83%	84%	

The Navigation panel, top-right corner of every page.

How to use it

- Click the top Select View dropdown (the one showing the month, e.g. 'May 26' for May 2026).
- Pick a different month from the list.
- The entire matrix updates to show that month's data.

Tip: selecting multiple months

To compare more than one month at a time, hold **CTRL** while clicking the months you want in the dropdown. This adds them to your selection instead of replacing what's already there.

Useful when switching to Weekly or Monthly granularity, where a single-month selection would otherwise leave you with just one column.

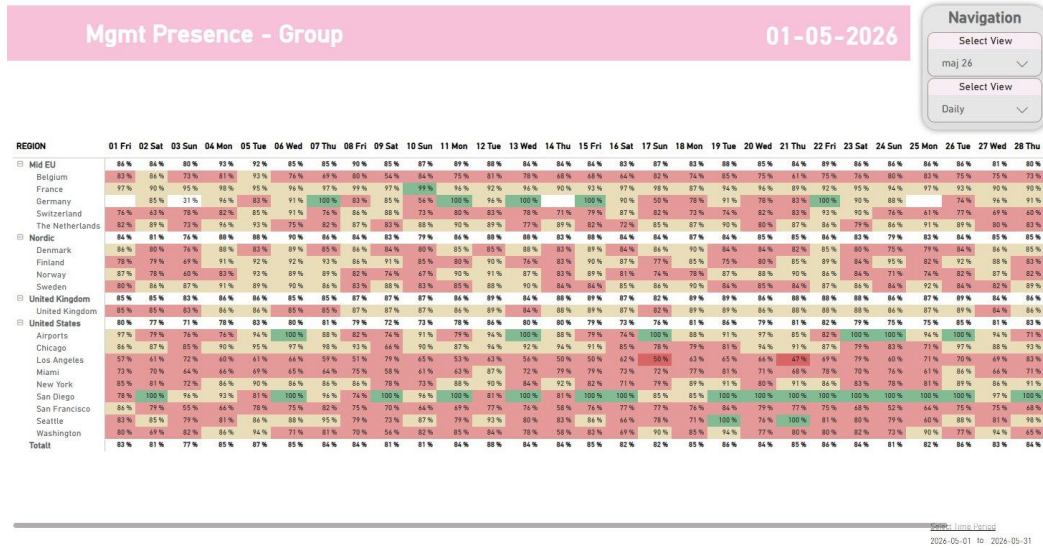


6.2 Change the granularity (Daily / Weekly / Monthly)

The second Select View dropdown changes how time is grouped in the columns. This only exists on the Group page and the Workplace page - the Hourly page is always daily because hours only make sense within a single day.

Daily

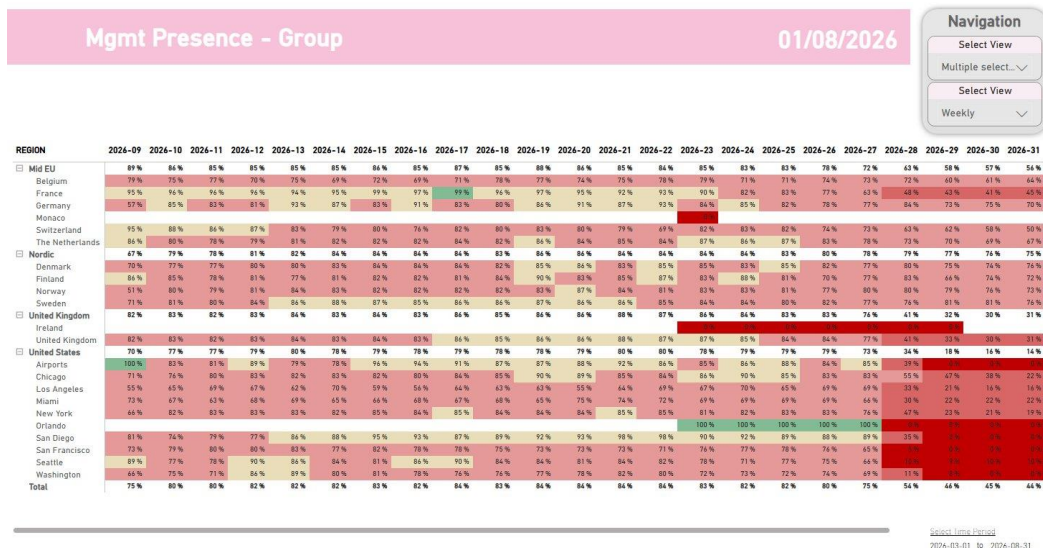
Each column is one day. Best for spotting day-of-the-week patterns and which specific days went wrong.



Daily view: each column is a single day, labeled with the date and weekday.

Weekly

Each column is one week. Best for tracking week-over-week trends without getting lost in daily noise.





Monthly

Each column is one month. Best for long-term trends and management reporting.

Mgmt Presence - Group		01/08/2026						
		Mar 2026	Apr 2026	May 2026	Jun 2026	Jul 2026	Aug 2026	
Mid EU		84%	86%	86%	82%	82%	82%	
Belgium		74%	71%	76%	74%	64%	71%	
France		95%	98%	94%	82%	47%	81%	
Germany		85%	86%	87%	82%	77%	89%	
Monaco								
Switzerland		84%	89%	77%		81%	44%	
The Netherlands		80%	82%	84%	86%	71%	50%	
Nordic		80%	84%	85%	85%	77%	60%	
Denmark		78%	84%	85%	83%	76%	54%	
Finland		81%	82%	86%	80%	75%	49%	
Norway		81%	82%	82%	81%	78%	54%	
Sweden		83%	87%	86%	83%	79%	75%	
United Kingdom		83%	84%	81%	83%	83%	27%	
Ireland								
United Kingdom		81%	84%	86%	84%	41%	27%	
United States		78%	79%	79%	79%	29%	12%	
Airports		84%	90%	88%	86%	22%	10%	
Chicago		81%	83%	87%	84%	48%	10%	
Los Angeles		64%	63%	63%	68%	30%	10%	
Miami		47%	44%	71%	69%	31%	23%	
New York		82%	84%	84%	84%	35%	16%	
Orlando						14%	10%	
San Diego		79%	91%	95%	90%	22%	10%	
San Francisco		80%	79%	73%	76%	11%	10%	
Seattle		83%	85%	83%	76%	18%	10%	
Washington		80%	78%	79%	72%	15%	10%	
Total		81%	83%	84%	82%	52%	49%	

Navigation

Select View

Multiple select...

Select View

Monthly

Select Time Period

2026-03-01 to 2026-08-31

Monthly view: one column per month.

6.3 Filter by status (On Track / Below Target)

The third dropdown - labeled Select View - lets you show only the well-performing stores, only the under-performing ones, or all of them.

Workplace Mgmt Presence		01-05-2026																																			
Mid EU		Nordic							United Kingdom							United States																					
Airports		Belgium	Boston	Chicago	Dallas	Denmark	Finland	France	Germany																												
--		Adam Bannon	Adam Selmqvist	Adriana Rozza Survan	Alexander Davey Smith	Alexandre ALLAUD	Area Manager Test User	Aris Ceballos	Armand DE FONCING																												
Retur Store name																																					
STORE	01 Fri	02 Sat	03 Sun	04 Mon	05 Tue	06 Wed	07 Thu	08 Fri	09 Sat	10 Sun	11 Mon	12 Tue	13 Wed	14 Thu	15 Fri	16 Sat	17 Sun	18 Mon	19 Tue	20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue											
Zuzanna Maria Mozdzen	71%	55%	84%	81%	73%	92%	64%	77%	84%	57%	85%	75%	68%	71%	70%	86%	82%	76%	70%	81%	83%	92%	81%	87%	55%												
Sihlstrasse 37 [Zürich]	50%	58%	100%	44%	92%	69%	92%	100%	100%	60%	92%	100%	100%	100%	92%	75%	92%	69%	100%	77%	77%	77%	58%	60%	5%												
Seefeldstrasse 44 [Zürich]	100%	100%	64%	100%	100%	100%	73%	82%	82%	100%	64%	100%	100%	100%	82%	100%	44%	100%	100%	73%	82%	100%	100%	60%													
Schiffhalden 26 [Zürich]	82%	55%	64%	67%	67%	100%	67%	58%	82%	55%	92%	67%	67%	100%	50%	82%	100%	58%	50%	83%	91%	100%	91%	100%	45%												
Limmatquai 70 [Zürich]	62%	62%	100%	100%	50%	92%	100%	0%	92%	100%	0%	75%	50%	82%	92%	92%	100%	75%	92%	100%	75%	85%	83%	62%													
Badenerstrasse 9 [Zürich]	64%	0%	91%	100%	58%	100%	83%	50%	64%	73%	100%	58%	75%	64%	17%	100%	100%	73%	83%	100%	73%	91%	100%														
William Felix Ulrich Poulsen	90%	65%	50%	72%	71%	85%	75%	76%	75%	83%	75%	76%	82%	79%	87%	73%	80%	78%	86%	74%	76%	75%	64%	80%	100%												
Stötskaderne [Hillerød]	60%	78%																																			
Rungsted Ham 16 [Rungsted]	100%	100%	47%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%										
Magasin Lyngby [Lyngby]	100%	100%	25%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%										
Lyngby Storcenter [Lyngby]	100%	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%										
Lyngby Hovedgade 76 [Lyngby]	100%	56%	10%	44%	44%	56%	38%	56%	89%	100%	33%	33%	44%	57%	100%	100%	100%	33%	78%	73%	33%	56%	44%	100%	100%												
Hørsholm Midtpunkt [Hørsholm]	100%	0%	86%	100%	100%	100%	100%	100%	78%	86%	100%	100%	100%	100%	80%	67%	0%	100%	100%	56%	60%	78%	0%														
Holte Midtpunkt [Holte]	100%	100%	67%	100%	100%	60%	40%	60%	0%	0%	25%	100%	83%	100%	100%	100%	100%	100%	33%	57%	60%	80%															
Helsingør Bycenter [Helsingør]	100%	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	63%	100%	100%	100%	100%	100%	100%	100%	100%	100%										
Farum Bytorv 5 [Farum]	71%	100%	0%	60%	0%	60%	40%	67%	100%	100%	50%	100%	100%	100%	100%	100%	100%	50%	50%	100%	100%	100%	100%	100%	100%	100%	100%										
Tobias Tjernström	88%	93%	89%	96%	100%	90%	83%	77%	84%	88%	91%	84%	82%	89%	91%	89%	90%	96%	89%	76%	88%	93%	88%	79%	99%												
Mall of Scandinavia [Herserud]	50%	78%	64%	80%	100%	100%	100%	89%	55%	91%	100%	100%	73%	100%	92%	84%	91%	82%	100%	44%	25%	100%	100%	91%	92%												
Gustavslundsvaagen 18 [Alvik]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	86%	78%	84%	71%	100%	100%	100%	100%	25%	100%	100%	100%	100%										
Totalt	83%	81%	77%	85%	87%	85%	84%	84%	81%	81%	84%	88%	84%	84%	85%	82%	82%	85%	84%	84%	85%	84%	81%	81%	82%												

Select Time Period

2026-05-01 to 2026-05-31

The status filter is the third dropdown in the Navigation panel.



Your three options

- **All Stores** - show everything, no filtering. This is the default.
- **On Track (≥85%)** - show only the stores at 85% Mgmt Presence or above for the selected period. Useful for benchmarking, recognising good performers, and seeing who's already there.
- **Below Target (<85%)** - show only the stores under 85%. Use this when you want to focus on stores that need help.

What it looks like - three side-by-side views

All Stores - everything visible, the full mix of green, yellow, and red:

Workplace Mgmt Presence 01-05-2026

Navigation: Select View, maj 26, Select View, Daily, Select View, All Stores

Regions: Mid EU, Nordic, United Kingdom, United States

Locations: Belgium, Boston, Chicago, Dallas, Denmark, Finland, France, Germany

Users: Adam Bannon, Adam Selqvist, Adriana Rozza Survan, Alexander Davy Smith, Alexandre ALLAUD, Area Manager Test User, Aris Ceballos, Armand DE FONCINS

STORE	01 Fri	02 Sat	03 Sun	04 Mon	05 Tue	06 Wed	07 Thu	08 Fri	09 Sat	10 Sun	11 Mon	12 Tue	13 Wed	14 Thu	15 Fri	16 Sat	17 Sun	18 Mon	19 Tue	20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue
Zuzanna Maria Mozdzen	71%	55%	84%	81%	75%	92%	44%	77%	84%	57%	89%	75%	48%	71%	70%	84%	82%	76%	70%	81%	83%	92%	81%	87%	55%	
Sihlstrasse 37 [Zürich]	50%	50%	100%	44%	92%	89%	92%	100%	100%	45%	92%	100%	100%	100%	92%	75%	81%	89%	100%	77%	77%	58%	40%	40%		
Seefeldstrasse 44 [Zürich]	100%	100%	44%	100%	100%	100%	73%	82%	82%	100%	64%	100%	100%	100%	100%	82%	100%	64%	100%	100%	73%	82%	100%	100%	40%	
Schiffände 26 [Zürich]	82%	55%	44%	47%	47%	100%	47%	58%	82%	55%	92%	47%	47%	100%	50%	82%	100%	58%	50%	83%	91%	100%	91%	100%	45%	
Limmatquai 70 [Zürich]	42%	42%	100%	100%	50%	92%	100%	92%	100%	100%	75%	50%	100%	100%	100%	92%	92%	100%	92%	100%	75%	72%	100%	85%	42%	
Badenstrasse 9 [Zürich]	44%	100%	91%	100%	58%	100%	83%	50%	44%	73%	100%	58%	75%	44%	100%	100%	100%	100%	100%	73%	83%	100%	73%	91%	100%	
William Felix Ulrich Poulsen	90%	45%	50%	72%	71%	85%	75%	76%	75%	83%	75%	63%	75%	76%	82%	79%	87%	73%	80%	74%	76%	75%	64%	80%	100%	
Slotsakademien (Hillerød)	40%	78%	40%	40%	40%	100%	38%	54%	40%	84%	50%	100%	47%	40%	40%	40%	54%	50%	47%	88%	50%	70%	70%	100%		
Rungsted Havn 1a [Rungsted]	100%	100%	47%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Magasin Lyngby [Lyngby]	100%	100%	28%	100%	100%	83%	100%	100%	100%	27%	100%	40%	87%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Lyngby Storcenter [Lyngby]	100%	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Lyngby Hovedgade 7a [Lyngby]	100%	54%	72%	44%	44%	54%	39%	54%	89%	100%	33%	33%	44%	27%	100%	100%	100%	33%	78%	73%	33%	54%	44%	100%	100%	
Härsholm Midtpunkt [Härsholm]	100%	100%	84%	100%	100%	100%	100%	100%	100%	78%	84%	100%	100%	100%	100%	47%	100%	100%	54%	40%	78%	100%	100%	100%		
Hotte Midtpunkt [Hotte]	100%	100%	49%	100%	100%	40%	40%	40%	100%	100%	100%	100%	100%	100%	100%	100%	100%	40%	100%	100%	100%	100%	100%	100%	100%	
Helsingør Bycenter [Helsingør]	100%	84%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Forum Bytorv 5 [Farum]	71%	100%	100%	40%	40%	40%	47%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Tobias Tjernerström	88%	92%	89%	96%	100%	90%	83%	77%	84%	88%	91%	84%	82%	87%	91%	89%	90%	96%	89%	76%	88%	92%	88%	79%	91%	
Matt of Scandinavia [Hershus]	50%	78%	84%	100%	100%	100%	100%	49%	50%	91%	100%	100%	73%	100%	100%	44%	100%	82%	100%	44%	100%	100%	100%	91%	92%	
Gustavslundsvegen 1a [Ålvik]	100%	100%	100%	100%	100%	100%	100%	100%	100%	75%	100%	100%	100%	100%	84%	78%	84%	71%	100%	100%	100%	100%	100%	25%	44%	
Totalt	83%	81%	77%	85%	87%	85%	84%	81%	81%	84%	88%	84%	84%	84%	85%	82%	82%	85%	86%	84%	85%	84%	81%	82%	82%	

Select Time Period: 2026-05-01 to 2026-05-31

On Track (≥85%) - only the strong performers, mostly green:

Workplace Mgmt Presence 01-05-2026

Navigation: Select View, maj 26, Select View, Daily, Select View, On Track (≥85%)

Regions: Mid EU, Nordic, United Kingdom, United States

Locations: Belgium, Boston, Chicago, Dallas, Denmark, Finland, France, Germany

Users: Adam Bannon, Adam Selqvist, Adriana Rozza Survan, Alexander Davy Smith, Alexandre ALLAUD, Area Manager Test User, Aris Ceballos, Armand DE FONCINS

STORE	01 Fri	02 Sat	03 Sun	04 Mon	05 Tue	06 Wed	07 Thu	08 Fri	09 Sat	10 Sun	11 Mon	12 Tue	13 Wed	14 Thu	15 Fri	16 Sat	17 Sun	18 Mon	19 Tue	20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	26 Tue
Zuzanna Maria Mozdzen	100%	100%	44%	100%	100%	100%	73%	82%	82%	100%	44%	100%	100%	100%	100%	82%	100%	44%	100%	100%	73%	82%	100%	100%	40%	
Seefeldstrasse 44 [Zürich]	100%	100%	44%	100%	100%	100%	73%	82%	82%	100%	44%	100%	100%	100%	100%	82%	100%	44%	100%	100%	73%	82%	100%	100%	40%	
William Felix Ulrich Poulsen	100%	82%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	84%	100%	100%	100%	100%	100%	100%	100%	
Lyngby Storcenter [Lyngby]	100%	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Lyngby Bycenter [Helsingør]	100%	84%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Tobias Tjernerström	100%	100%	95%	99%	100%	92%	96%	83%	95%	95%	96%	88%	87%	93%	93%	93%	100%	100%	84%	80%	100%	89%	98%	100%	100%	
Gøtgalen 9 [Kastania-Sofia]	100%	100%	100%	100%	100%	100%	100%	92%	91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Bronnia Blocks [Bronnia]	100%	100%	88%	100%	100%	100%	100%	100%	100%	100%	75%	100%	100%	100%	100%	88%	100%	100%	100%	100%	88%	75%	100%	100%	100%	
Arlanda T5 Marketplace	100%	100%	94%	94%	100%	100%	74%	100%	88%	100%	100%	100%	100%	100%	82%	100%	100%	100%	100%	100%	88%	94%	100%	100%	100%	
Åhléns Uppåsla [Uppåsla]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Tobias Drabø	100%	84%	96%	96%	96%	78%	77%	100%	79%	82%	95%	95%	82%	97%	100%	87%	100%	98%	89%	100%	93%	100%	88%	100%	100%	
Tivoli [Copenhagen]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Magasin Fields [Copenhagen]	100%	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Islands Brygge [Copenhagen]	100%	47%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Bella Center [Copenhagen]	100%	100%	75%	71%	43%	100%	88%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Amager Center [Copenhagen]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Tiziano Bitto	100%	100%	93%	100%	100%	99%	100%	100%	100%	100%	93%	100%	92%	100%	100%	100%	100%	91%	100%	100%	100%	100%	100%	100%	90%	
8 Berkeley Street [Mayfair]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
5 Broadwick Street [Soho]	100%	100%	58%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Totalt	94%	93%	88%	95%	95%	94%	95%	92%	92%	92%	95%	96%	95%	94%	95%	93%	92%	95%	95%	95%	95%	95%	93%	92%	93%	

Select Time Period: 2026-05-01 to 2026-05-31

Below Target (<85%) - only the stores that need attention, mostly red:



Workplace Mgmt Presence										01-05-2026																
Mid EU		Nordic			United Kingdom			United States																		
Airports	Belgium	Boston	Chicago	Dallas	Denmark	Finland	France	Germany																		
...	Adam Bannon	Adam Selmqvist	Adriana Rozza Survan	Alexander Davy Smith	Alexandre ALLAUD	Area Manager Test User	Aris Ceballos	Armand DE PONCINS																		
Reur Store name																										
STORE																										
	01 Fri	02 Sat	03 Sun	04 Mon	05 Tue	06 Wed	07 Thu	08 Fri	09 Sat	10 Sun	11 Mon	12 Tue	13 Wed	14 Thu	15 Fri	16 Sat	17 Sun	18 Mon	19 Tue	20 Wed	21 Thu	22 Fri	23 Sat	24 Sun	25 Mon	
☐ Zuzanna Maria Mozden	64%	45%	89%	77%	67%	90%	63%	76%	87%	48%	90%	69%	61%	64%	63%	87%	77%	79%	63%	77%	85%	94%	77%	84%		
☐ Sihlstrasse 37 (Zurich)	50%	58%	100%	26%	92%	69%	92%	100%	100%	60%	92%	100%	100%	100%	92%	75%	50%	69%	100%	77%	77%	77%	58%	60%		
☐ Schillmühle 26 (Zurich)	82%	55%	64%	67%	87%	100%	29%	58%	82%	55%	92%	67%	67%	100%	100%	100%	58%	58%	83%	91%	100%	91%	100%			
☐ Limmatquai 91 (Zurich)	42%	42%	100%	100%	51%	92%	73%	92%	100%	73%	75%	50%	67%	67%	92%	92%	100%	92%	100%	75%	92%	100%	85%	83%		
☐ Badenerstrasse 9 (Zurich)	64%	71%	91%	100%	58%	100%	83%	50%	64%	73%	100%	58%	75%	64%	17%	100%	100%	73%	83%	100%	73%	91%				
☐ William Felix Ulrich Poulsen	87%	60%	35%	63%	60%	80%	65%	69%	67%	77%	68%	69%	76%	79%	82%	64%	74%	75%	80%	65%	69%	67%	53%	80%		
☐ Slotsarkernen (Hillerød)	60%	78%	100%	100%	100%	100%	38%	54%	100%	86%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
☐ Rungsted Havn 16 (Rungsted)	100%	100%	47%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
☐ Magasin Lyngby (Lyngby)	100%	100%	25%	100%	100%	83%	100%	100%	100%	57%	100%	60%	57%	100%	100%	100%	100%	100%	100%	50%	60%	69%	100%			
☐ Lyngby Hovedgade 76 (Lyngby)	100%	54%	100%	64%	64%	54%	38%	54%	89%	100%	33%	23%	64%	67%	100%	100%	100%	33%	78%	73%	32%	54%	44%	100%		
☐ Hørsholm Midtpunkt (Hørsholm)	100%	75%	86%	100%	100%	100%	100%	100%	78%	86%	100%	100%	100%	100%	80%	67%	100%	100%	100%	54%	60%	78%	100%			
☐ Hote Midtpunkt (Hote)	100%	100%	89%	100%	100%	60%	60%	60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
☐ Farum Bytorv 5 (Farum)	71%	100%	100%	60%	67%	60%	60%	67%	100%	100%	50%	100%	100%	100%	100%	100%	100%	100%	100%	50%	50%	100%	100%	100%		
☐ Tobias Tjernström	68%	81%	81%	92%	100%	85%	61%	69%	68%	77%	84%	77%	74%	84%	88%	83%	77%	90%	97%	70%	68%	100%	74%	50%		
☐ Mall of Scandinavia (Hersørud)	50%	78%	64%	60%	100%	100%	100%	69%	50%	91%	100%	100%	72%	100%	92%	66%	91%	82%	100%	64%	60%	100%	100%	91%		
☐ Gustavsvandsvagen 18 (Årviik)	100%	100%	100%	100%	100%	100%	100%	100%	100%	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
☐ Anders Mall of Scandinavia (Solna)	70%	72%	83%	100%	100%	67%	73%	50%	58%	67%	60%	60%	64%	67%	92%	100%	67%	91%	90%	64%	73%	100%	83%	42%		
☐ Tobias Drabø	85%	71%	88%	55%	77%	71%	48%	59%	79%	57%	39%	44%	79%	62%	62%	58%	42%	55%	44%	66%	14%	21%	50%	34%		
☐ Torvegade 45 (Copenhagen)	100%	74%	100%	80%	100%	29%	0%	43%	0%	67%	29%	0%	29%	75%	63%	28%	0%	67%	43%	29%	0%	43%	100%	100%		
Totalt	70%	67%	63%	73%	75%	73%	71%	72%	67%	65%	70%	77%	70%	70%	72%	67%	68%	73%	75%	69%	70%	73%	71%	64%		

Select Time Period
2026-05-01 to 2026-05-31

Important: the filter looks at the store's total for the whole period

A store is judged On Track or Below Target based on its average score across the whole time period you have loaded - not per individual day or week.

So a store could have one bad week mixed with strong weeks and still show up as On Track. That's correct behavior - you're looking at the overall picture.

If you want to find a single bad week, switch to Weekly granularity with All Stores selected.



7. Reading the colors

The cells use a simple traffic-light color scheme so you can spot issues without reading every number.

Color	% Range	What it means
Green	99% and up	Store/region is doing well on management coverage. On Track.
Yellow	85% to 99%	Is good, not perfect. Worth a closer look.
Red	Below 85%	Below target. Needs attention.
White (blank)	-	Bar was closed for that hour/day. Not a problem - there were just no open hours to measure.

White cells are not red - don't panic

If a cell is blank or white, it means the store was closed during that hour or day or that it was only 1 employee working (for example, a Sunday in a market that doesn't open on Sundays).

There were simply no open hours to measure, so the percentage is undefined. This is not a problem.



8. Common things you'll want to do

Find the worst stores in my region this month

- Go to the Workplace Mgmt Presence page.
- Click your region tile at the top (e.g. Nordic).
- Optionally click your market (e.g. Denmark).
- Set the Status filter to 'Below Target (<85%)'.
- The stores left visible are your priority list.

Check game days

- Go to the Mgmt Presence – Group page.
- Set granularity to Daily.
- Look down the Saturday columns (or your store's game day columns) and compare them to the weekday columns. If Saturday or your store's game day is dominantly red while Tuesday is green, you've confirmed the pattern.

See who's missing managers at closing/opening time

- Go to the Hourly Overview page.
- Filter to your region and market.
- Find a specific store you're concerned about.
- Look at the rightmost hours (the last 2 hours of trading or the first 2 hours of trading). If you see 0 manager there while earlier hours had 2+, that's your mismatch.

Track if a market is improving month over month

- Go to the Mgmt Presence – Group page.
- Set granularity to Weekly or Monthly.
- Look across the row for your market. Are the numbers trending up or down?



9. FAQ & troubleshooting

"The score for a store seems too low - they have plenty of managers."

Remember the report measures whether managers are scheduled to be present during open hours - not whether the store has enough managers in total. A store can have 8 managers on the team but still score badly if they're not being rostered to cover the right hours. Use the Hourly Overview page to see exactly where the gaps are.

"I want to see only my market - how?"

On the Workplace page, click the region tile that contains your market, then click your market tile. The matrix will narrow down to only stores in that market. On the Group page, click the + icon next to your region to expand it and see the markets.

"Who counts towards mgmt presence?"

All positions of Shift Manager Junior (SM JR) / Shift Supervisor (SSV) and above count as managers in this report. So a cell showing '2' on the Hourly Overview page means two team members at SM JR / SSV level or higher were scheduled for that hour - not necessarily senior store managers specifically.

"What's the difference between 'open hours' and 'manager hours'?"

An open hour is any hour the store is trading. A manager hour is any hour a manager is scheduled to be in the store. Mgmt Presence is the percentage of open hours that have at least one manager scheduled - so 85% means in 85 out of every 100 open hours, a manager was on the schedule.

"How often do the report update?"

The Report updates every hour, so any changes made should be adjusted in the report the following hour.



Need help?

If something looks off, the number doesn't match what you expected, or you have an idea for an improvement to the report, reach out to your local operational planner or market manager who will forward the feedback to the Ops Analytics team. We'd rather hear about it early than have you working from numbers that don't make sense.