

# No-Show Reduction Checklist for Contractors

Use this checklist to reduce appointment no-shows, wasted drive time, and dead calendar slots.

1. Confirm every appointment by text immediately after booking.
2. Send a reminder 24 hours before the visit and another 2 hours before arrival.
3. Ask customers to reply YES to confirm; unconfirmed appointments get a phone call.
4. Include arrival window, technician name, prep instructions, and cancellation instructions.
5. Require photos, gate codes, parking notes, or access details before dispatch when relevant.
6. Flag high-risk jobs: vague scope, rental property, after-hours request, long drive, no deposit.
7. Use deposits or trip fees for estimates that require long travel or diagnostic time.
8. Keep a waitlist so cancelled slots can be filled quickly.
9. Track no-show rate by source, service type, city, and dispatcher.
10. Review the score every Friday and fix the source creating the most wasted time.

Simple text template: You are booked for [day/time]. Reply YES to confirm or CHANGE if you need a different time. We will text before we head your way.