

CEO Morning Briefing

Thursday, 2026-03-12

Thursday, March 12, 2026 | Carrera Crest Holdings

FIRES (FROM COO SCAN — ITEMS NEEDING IMMEDIATE ACTION TODAY)

- **COO scan failed** — agent terminated with exit code 1 (not logged in). No FIRES data available. COO scan needs `/login` re-authentication before next run.
- **SimpliSafe sensor alert:** Entry Sensor "RoofTop Entry" not responding at 6350 W 92nd Ave as of 5:30 AM. Check if this is a dead battery or a real security issue.
- **SSBC coaching session conflict:** Tiffany Devereaux replied re: last-minute changes to today's SSBC Virtual Guest Service Coaching (9 AM–2 PM). Review her voicemail response and confirm session status.

WARNINGS (MONITOR THIS WEEK)

- **COO scan authentication broken** — must fix before tomorrow's run or briefings degrade further.
- **Runner morning log:** 3 errors, 3 warnings — investigate root cause.
- **Notes writeback log:** 1 error — may affect 1:1 data sync.
- **Outlook export:** 1 warning — monitor for customer email gaps.
- **Calendar conflict TODAY:** Nicole interview (8:30–9:30 AM) overlaps with Applewood Furnace check (7:00–9:00 AM). SSBC coaching (9:00 AM–2:00 PM) starts immediately after.

TODAY'S CALENDAR

Time	Event	Duration	Notes
7:00 AM – 9:00 AM	Applewood Furnace check-up	120 min	Family
8:30 AM – 9:30 AM	**Nicole YCS Interview — Front Desk**	60 min	**OVERLAP with furnace appt**
9:00 AM – 2:00 PM	**SSBC Virtual Guest Service Coaching**	300 min	Tiffany Devereaux flagged last-minute changes — confirm status

> **Conflict:** Furnace check runs until 9:00 AM but Nicole's interview starts at 8:30 AM. Plan accordingly.

> **Back-to-back:** Nicole interview ends at 9:30 AM, SSBC coaching already started at 9:00 AM.

Tomorrow (Fri 3/13): Coffee w/ Jan Glowup (10 AM) · Axon Interview via Zoom (12:30 PM) · Meeting at Tap & Burger Westminster (3 PM)

Sat 3/14: Night of Dreams Gala @ Chateaux at Fox Meadows (6 PM)

Mon 3/16: Modern Practice Growth Summit — virtual (3–6:45 PM)

Tue 3/17: Bi-monthly company TEN SALON (all day)

Thu 3/19: Pick up Luke Penelope (9:30 PM)

DASHBOARD STATUS

Dashboard	Status	Last Updated	Schedule	Notes
Payroll Dashboard	■ LIVE	2026-03-12 06:17	Daily AM + Monday full rebuild	258KB, current
Inventory Dashboard	■ LIVE	2026-03-12 06:17	Daily AM	617KB, current
Web Station Index	■ LIVE	2026-03-12 06:17	Daily AM	28KB, current
Education Dashboard	■ NEEDS CREATION	—	TBD	Generator & schedule TBD
Associate Program Dashboard	■ NEEDS CREATION	—	TBD	Generator & schedule TBD
Marketing Dashboard	■ NEEDS CREATION	—	TBD	Generator & schedule TBD

DEPARTMENT: INVENTORY

- **No inventory report today** (runs Mondays). Last Phorest inventory data routed: Inventory List (PDF + XLS) snapshot delivered 2026-03-12 06:14.
 - Inventory Last 7 Days report routed to Reports folder.
 - Watcher extracted 20+ inventory CSVs on 3/11 including: low inventory alerts, under/overstock, inventory discrepancy value, inventory movement & sellthrough (by item), brand/staff leaderboards.
 - **Kerastase vendor alert:** New ordering portal launching 4/1 for Kerastase and Shu Uemura — review and prepare Taylor.
 - **Salon Centric:** Invoice #6042722586 received; also notified some items in a recent order were out of stock — check which items were shorted.
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DEPARTMENT: EDUCATION

- **Program Leader:** Chelsea Badjar (Level 6 Stylist)
 - **Slack #education:** No export available (scanner disabled) — cannot pull channel activity.
 - **Dashboard:** Needs creation. Data sources being identified (Slack #education, Phorest training records, CEU tracking, vendor education emails).
 - **Taylor note:** Support Staff Summit is tomorrow (3/13). Taylor is asking whether it's in-person or virtual — she saw a Slack post saying "link to follow" but expected in-person. Nicole is coming in to shadow. **Needs clarification from Philip.**
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DEPARTMENT: ASSOCIATE PROGRAM

- **No APL briefing today** (runs Mondays).
 - **Dashboard:** Needs creation — generator and schedule TBD.
 - No new associate program data in today's feeds.
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DEPARTMENT: MANAGER 1:1

- **1:1 data could not be loaded** — notes sync or writeback error may be the cause (notes_writeback log shows 1 error).
 - Cannot report on most recent COO or Manager meeting notes. Investigate notes sync.
 - **Action needed:** Fix notes data pipeline to restore 1:1 tracking.
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CUSTOMER FEEDBACK (FROM OUTLOOK CONTACT@YACHTCLUBSALON.COM)

No emails found from contact@yachtclubsalon.com in the last 24 hours. Outlook export had 1 warning — monitor.

TAYLOR'S EMAILS (MESSAGES FROM TAYLOR REQUIRING PHILIP'S RESPONSE)

Taylor sent **14 emails** on Wed 3/11 (7:01–7:32 PM) — a batch of Canva design shares for review:

- **YC TV Logos** — review design
- **Station Map** — *Taylor notes: "some updates need to be made, sending now so I don't forget"*
- **Last Minute Opportunities — GWP** — review design
- **Drink Menu — Print & Cut version** — *has print/cut guidelines for laminating*
- **Business Cards** — *Taylor notes: incorporated stylist feedback, removed 20% retail card*
- **Welcome Package — New Guests** — review design
- **Gift with Purchase** — *for the makeup bags*
- **Bloom & Bubbly Mimosa** — review design
- **New YC Drink TV Menus (updated)** — review design
- **Meet New Team Members** — review design

> **Action:** Review these Canva designs and respond. Taylor is waiting for feedback. Responses will feed into her next briefing.

TAYLOR'S BRIEFING REPLY (Wed 3/11, 6:35 PM)

Re: Salon Manager Briefing (Tue 3/10):

- **Support Staff Summit (tomorrow 3/13):** Taylor asking if it's in-person or virtual — saw Slack post saying "link to follow" but expected in-person. Has Nicole shadowing that day. **Needs same-day clarification.**
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EMAIL HIGHLIGHTS (KEY UNREAD EMAILS WORTH NOTING)

- **DocuSign COMPLETED:** Commitment Letter for Lugano Crest LLC dba Matthew Morris Salon — signed by Rebecca Boland (Velocity SBA). **Deal is done.**
 - **Ruby Capital Group:** Congratulations on funding — deal officially funded. Asking for a review.
 - **Tiffany Devereaux (Summit Salon):** Re: SSBC coaching today — apologized for being unavailable, referencing last-minute changes. Review before 9 AM session.
 - **Looker:** Staff Tips DAILY report delivered.
 - **Paychex:** Setup feedback survey (low priority).
 - 3 vendor invoices (Salon Centric x2, Kerastase portal launch 4/1).
 - 58 total unread — bulk is newsletters/marketing/job alerts (Indeed, VistaPrint).
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IMESSAGE (BUSINESS-RELEVANT MESSAGES)

- **Ruby Capital Group** (via +12013808774, 5:42 AM): "Congrats Philip - your deal is funded!" — requesting Google/Trustpilot review. Same as email notification.
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PHOREST DATA (NEW REPORTS ROUTED)

52 report files routed at 06:14 AM including:

- Sales Transactions DAILY (multiple date batches → daily_sales folder)
 - Staff Tips DAILY → Employees folder
 - Staff Performance Detail Last 7 Days → Employees folder
 - Inventory Last 7 Days → Inventory/Reports
 - Inventory List (PDF + XLS) → Inventory On Hand (snapshot)
 - Staff Clock In-Out (PDF + XLS) → Employees (append)
 - Service Sales Trends → Sales Data/Trends
 - Retail Sales Trend → Inventory/Reports
 - Future Appointments 90 Days → Employees/Appointments (snapshot)
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PAYROLL SNAPSHOT

No payroll report today — runs Mondays.

TODAY'S ACTIONS (CONSOLIDATED CHECKLIST)

- [] **URGENT:** Fix COO scan authentication (`/login`) before next scheduled run
 - [] **URGENT:** Clarify for Taylor — Support Staff Summit tomorrow: in-person or virtual? She has Nicole shadowing.
 - [] **TODAY:** Check SimpliSafe sensor alert — RoofTop Entry sensor not responding
 - [] **TODAY:** Confirm SSBC Virtual Guest Service Coaching status — review Tiffany Devereaux's message before 9 AM
 - [] **TODAY:** Manage calendar conflict — furnace check vs. Nicole interview at 8:30 AM
 - [] **TODAY:** Review Taylor's 10 Canva designs and respond (business cards, drink menus, GWP, welcome package, etc.)
 - [] **TODAY:** Review completed DocuSign — Commitment Letter for Lugano Crest LLC
 - [] **THIS WEEK:** Investigate runner morning log errors (3 errors, 3 warnings)
 - [] **THIS WEEK:** Fix notes writeback error to restore 1:1 data
 - [] **THIS WEEK:** Check Salon Centric order — which items were out of stock?
 - [] **THIS WEEK:** Prepare for Kerastase/Shu Uemura ordering portal launch (4/1)
 - [] **OPTIONAL:** Leave Google/Trustpilot review for Ruby Capital Group
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DAYTIME WATCHER (INTRA-DAY AUTO-ACTIONS TAKEN 2026-03-11)

Watcher was **active** with two data extraction cycles:

- **10:00 AM:** Extracted 48 CSV files — service sales trends, inventory reports (low inventory alerts, under/overstock, discrepancy values, sellthrough), staff performance, staff tips, appointment data.
- **12:00 PM:** Second extraction cycle — same report set refreshed with updated midday data.

All files deposited to correct destinations under YCS COO Files/Data/.

AGENT STATUS (SYSTEM HEALTH)

Agent Log	Errors	Warnings	Status
briefing_compiler	1	0	■■
coo_agent_daily	**1**	**1**	**■ Auth failure**
runner_morning	**3**	**3**	**■ Investigate**
notes_writeback	**1**	**0**	**■■ Blocking 1:1 data**
outlook_export	0	1	■■
calendar_export	0	0	■
mail_export	0	0	■
imessage_export	0	0	■
phorest_router	0	0	■
slack_sync	0	0	■

Agent Log	Errors	Warnings	Status
vendor_learning	0	0	■
zoom_router	0	0	■
nas_sync	0	0	■
delivery	0	0	■
completions	0	0	■

Critical: COO scan must be re-authenticated. Runner morning errors need investigation. 13/17 agents healthy.