



CARRERA CREST HOLDINGS

CEO Morning Briefing

Thursday, 2026-03-26

Thursday, March 26, 2026 | Carrera Crest Holdings

TODAY'S ACTIONS

■ Urgent (Today)

- Renew cairndevco.com domain — renewal failed, immediate attention (Calendar alert)
- Remove Megan King from GLOBAL_CONFIG.md roster + bonus eligible list (COO Fire — config still lists terminated employee)
- Pull fresh March 1–25 Phorest Staff Performance Detail export — current 03-2026 file contains February data (COO Fire)
- Investigate 3 stale dashboards: CEO Dashboard (5.7d), Summit Report (12.8d), Guest Dashboard (11.7d) — pipeline alert HIGH

■ This Week

- Check Ali Guerrero scheduling — 3.7 hrs/wk vs 20 hr target (COO Warning)
- Collect/enter Alicia King March booth rent — approaching 30+ days overdue (COO Warning)
- Reconcile Bello Haven extension inventory — 5 units missing, ~\$1,424 untracked (COO Warning)
- Coach Drake Rosberg on rebooking — 55% vs 75% target (COO Warning)
- Schedule overdue 1:1s — Chelsea, Erin, Kaeleigh, Karen, Kathryn all 19 days since last (1:1 Cadence)
- Review/respond to Taylor's Mother's Day magazine email from 3/24 (Taylor Emails)
- Review Kaeleigh's 3/19 One on One Notes — Ali & coaching session updates (Kaeleigh Email)

■ Queued

- Check on insurance for 92H
 - Create draft TEN Salon purchase agreement email to Erin
 - Fix 92H issues and get monthly emails established
 - Go to DORA and update YCS license
 - Get DORA transfer paperwork for MM
 - Cairn Property Tax updates and payments
 - Find wash basin pipe
 - Get a Chase CC for Lugano Crest
 - Cancel SalesNavigator PRO (calendar reminder 4/1)
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■ CEO TO DO

- Check on insurance for 92h — PENDING
- Create a draft of TEN Salon purchase agreement email to Erin — PENDING
- Fix 92H issues and get the monthly emails established — PENDING
- Go to DORA and update YCS license — PENDING
- Get DORA transfer paperwork for MM — PENDING
- Cairn Property Tax updates and payments — PENDING
- Find wash basin pipe — PENDING
- Get a Chase CC for Lugano Crest

Completed since last update: TEN Salon lease proposal, Bello Haven pricing email, Reach Partners owner payments follow-up, Carrera Crest Automation template, Text MM about timing, Boulevard access, Chase 2 new accounts, Deposit cash, Parking ticket, Operating Agreements for Cairn Crest & Lugano Crest.

FIRES (FROM COO SCAN)

1. Megan King Still in GLOBAL_CONFIG.md

Terminated 3/7 — removed from commission_calculator.py and payroll dashboard on 3/21, but GLOBAL_CONFIG.md still lists her as active staff AND bonus eligible. Any agent reading config treats her as active.

2. March Performance Data is February Data

The 03-2026 staff_performance.csv contains identical revenue figures to February (e.g., Erin Frost \$10,869.57 in both months). No distinct March full-month performance view exists. Need a fresh March 1–25 Phorest export.

WARNINGS (MONITOR THIS WEEK)

- **Tashina Miranda** — Philip flagged for trend check. Feb: \$354.80 rev, 36% util. No March data available to evaluate improvement.
 - **Deana Faust** — Lowest utilization (55%) and Rev/Hr (\$44.07) in Mar 8–12 snapshot. Rebook 64% (below 75% target).
 - **Breanna Harte** — On family emergency leave since ~3/11. Was productive pre-leave (\$3,700 Feb, 96.74% util). Monitor return.
 - **Ali Guerrero** — 86 hrs over 23 weeks = 3.7 hrs/wk. Target is 20+ hrs/wk mentorship. Needs scheduling intervention.
 - **Alicia King** — Last booth rent entry was February (\$654). March may be overdue.
 - **Bello Haven Extensions** — -5 units (~\$1,424 untracked). Also MIMOSA -151, PROSECCO -55 (known alcohol gap).
 - **Drake Rosberg** — Revenue solid (\$1,635/wk) but rebook at 55% vs 75% target.
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TODAY'S CALENDAR

Today — Thursday, March 26

Time	Event	Notes
3:00 AM – 3:00 PM	cairndevco.com Domain Renewal Failed	■■ Immediate attention — 2 duplicate alerts

Tomorrow — Friday, March 27

- Luke Italy Trip (all day, Family)

Rest of Week + Next Week

- **Sun 3/29:** Palm Sunday
- **Mon 3/30:** Luke Spring Break; SS Meeting 3–4 PM
- **Tue 3/31:** Redken Black Level Luncheon 10 AM–1 PM @ EDGE Restaurant, Denver
- **Wed 4/1:** Passover; Cancel SalesNavigator PRO 9:30–10:30 AM

DASHBOARD STATUS

Dashboard	Status	Last Updated	Schedule	Notes
Payroll Dashboard	■ Live	2026-03-26 06:03	Daily + Mon rebuild	Current
Inventory Dashboard	■ Live	2026-03-25 06:12	Daily	Current (24h)
Slack Archive	■ Live	2026-03-25 18:03	Every 2h	Watcher kept current
Web Station Index	■ Live	2026-03-25 08:38	Daily	Current
P&L Flow	■ Live	—	Monthly	Manual updates
Agent Status	■ Live	—	Daily	Auto-generated
CEO Dashboard	■ **STALE**	**5.7 days ago**	Daily (2d threshold)	Dashboard Agent failed
Summit Report	■ **STALE**	**12.8 days ago**	Weekly (8d threshold)	COO Agent / generator failed
Guest Dashboard	■ **STALE**	**11.7 days ago**	Weekly (8d threshold)	Dashboard Agent / generator failed
Reach Dashboard	■ Live	—	Monthly	Manual updates
Education Dashboard	■ Needs Creation	—	TBD	Generator not built
Associate Dashboard	■ Needs Creation	—	TBD	Generator not built
Marketing Dashboard	■ Needs Creation	—	TBD	Generator not built

DEPARTMENT: INVENTORY

- **No Monday inventory report today** — next full report runs Monday 3/30.
- **Bello Haven Extensions:** -5 units = ~\$1,424 untracked retail value. Extensions sold/used without inventory deduction.
- **Alcohol tracking gap:** MIMOSA -151, PROSECCO -55 (known issue, not retail product).

- **Jane Products:** Per Stacy 1:1 (3/26), Philip and Stacy agreed to reduce the Jane product line — clearing slow-movers.
- **Inventory Dashboard** is current (updated 3/25, 643KB).

DEPARTMENT: EDUCATION

Education Program Leader: Kaeleigh Tran

Master 2026 Class Calendar (posted 3/11 to #education @channel):

- **Apr 8, 2–4 PM:** Summit Tracking/Planning for Success w/ Chelsea
- **Apr 13, 10–4 PM:** Curl Class w/ Lindsey Olson (in-salon, mandatory)
- **May 6, 2–4 PM:** Shades EQ PK w/ Jenisa
- **Jun 3, 2–4 PM:** Kerastase Refresher — **MANDATORY FOR ALL STYLISTS**
- **Jul 8, 2–4 PM:** Retail: Teach, Use, Sell w/ Jenisa
- **Jul 13, 10–4 PM:** Blonding Class w/ Sam Klaver (in-salon)
- Aug–Dec monthly classes scheduled through December

Recent completions: Bello Haven Extension Class (3/2, 11 stylists), Kerastase Refresher w/ Nicole (2/24), Exceptional Salon Service (2/16).

Kerastase 2026 Virtual Education: Free 90-min sessions available — registration via QR code shared by Kaeleigh.

Education Dashboard: Still in development — no generator built yet.

DEPARTMENT: ASSOCIATE PROGRAM

No APL briefing today (runs Mondays). Associate Program Leader: **Chelsea Badjar** (Level 6 Stylist).

Associate snapshot from COO scan (Mar 8–12 week):

- **Teigan Maniatis:** \$734, 90% util — strongest associate week yet. On track for Apr–May breakeven.
- **Alexis White:** \$444, 96% util, 100% rebook — solid engagement metrics.
- **Ali Guerrero:** Scheduling concern — only 3.7 hrs/wk (target 20+). Needs intervention.

DEPARTMENT: MANAGER 1:1

1:1 Cadence Status:

Team Member	Last 1:1	Status
Stacy	2026-03-26	■ Current (today)
Chelsea	2026-03-07	■■ OVERDUE (19 days)
Erin	2026-03-07	■■ OVERDUE (19 days)
Kaeleigh	2026-03-07	■■ OVERDUE (19 days)

Team Member	Last 1:1	Status
Karen	2026-03-07	■■ OVERDUE (19 days)
Kathryn	2026-03-07	■■ OVERDUE (19 days)

Today's 1:1 — Stacy (3/26): Discussed Jane product line performance. Agreed to reduce line by clearing slow-movers. Also reviewed February performance — worst month in 4 years (386 hours lost to sick time, PTO, training = \$24,000 revenue impact).

■ Kaeleigh 1:1 Notes — March 19, 2026

Kaeleigh sent her coaching session notes:

- **Ali Guerrero:** First one-on-one. Reviewed primary associate goal of maintaining 50% rebooking rate. Discussed how to plan and track progress. Addressed initial questions. *(Note truncated — full email available)*

No 1:1 notes from Kaeleigh this week (last was 3/19).

Manager notes available: Nov 2025, Dec 2025, Jan 2026 (PDFs). February COO notes on file (Chelsea, Erin, Kaeleigh, Karen — all dated 2/19).

CUSTOMER FEEDBACK ([OUTLOOK CONTACT@YACHTCLUBSALON.COM](mailto:OUTLOOK_CONTACT@YACHTCLUBSALON.COM))

No customer emails in the last 24 hours.

TAYLOR'S EMAILS

March 24, 9:19 PM — Re: Mother's Day Gift Guide (Magazine Feature)

Taylor responded to Sarah about the May magazine issue. She declined alternative suggestions and confirmed YCS will proceed with original plan:

- 20% off gift cards
- "Pairs that Pamper" promotion (message truncated at \$20)

Action: Review and confirm Taylor's magazine promotion decisions. Your response feeds back into her next briefing.

Taylor's Briefing Replies: No briefing replies from Taylor in the last 3 days.

EMAIL HIGHLIGHTS

- **Salon Centric Invoice #6043713804** — review/file
 - **Salon Centric:** Some items out of stock on recent order — check what's missing
 - **Salon Centric Flash Sale:** 20% off Pulp Riot & Pureology (2 emails)
 - **10 Phorest reports** received and routed successfully (all daily reports for 3/25 data)
 - **Reach Properties:** 12 emails on LuganoRidge — no urgent flags
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IMESSAGE

No business-relevant messages. Only Whole Foods delivery notifications (order delivered 6 AM) and one blank message from unknown number.

PHOREST DATA

All 10 expected daily reports routed successfully at 06:02 on 3/26:

- Staff Tips, Staff Performance Detail, Future Appointments 90 Days (Swing Aware/Looker)
- Sales Transactions, Inventory List, Staff Clock In-Out, Staff Utilisation (Phorest scheduler — XLS + PDF)
- Gift Cards Sold, Redeemed, Outstanding (Phorest scheduler — XLS + PDF)

3 warnings in phorest_router.log (likely duplicate file handling from accumulated watcher copies — not blocking).

PAYROLL SNAPSHOT

No payroll report today (runs Mondays).

Key items pending in #ycs-payroll-review (PP6):

- Megan King termination processed (final paycheck: 33.6 hrs PTO payout, -\$169.96 expense chargeback)
 - Teigan Maniatis support staff hours at \$16.75/hr (separate from associate wage)
 - Erin Frost support staff hours for 3/12 at \$16.75/hr
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PAYROLL CALENDAR

Pay Period 7 (2026-03-16 → 2026-03-29) — March 2026, Period 3 of 3

- Day 11 of 14 | 1 working day remaining
 - ■ YCS Payroll Review has pending items — will be processed at next payroll run
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DAYTIME WATCHER (MARCH 25 ACTIVITY)

Watcher ran 6 cycles (8 AM – 6 PM, every 2 hours). All activity was Slack-related:

- **Slack archive synced** 6 times throughout the day
 - **Slack Archive Dashboard updated** at 08:06 AM
 - No new Phorest files, Reach data, or other intra-day changes detected
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AGENT STATUS

Pipeline Health: All 16 agent logs from today's morning run — **0 errors across all agents**. 7 warnings total (3 in phorest_router, 4 in runner_morning — non-blocking).

Fact table health: All critical fact tables are current. ■

■ **PIPELINE ALERTS — 3 Stale Dashboards:**

Dashboard	Age	Threshold	Responsible
CEO Dashboard	5.7 days	2 days	Dashboard Agent
Summit Business Report	12.8 days	8 days	COO Agent / generate_summit_dashboard.py
Guest Dashboard	11.7 days	8 days	Dashboard Agent / generate_guest_dashboard.py

These generators are either not being triggered by runner.sh or are failing silently. Investigate Phase 2b-dash execution and generator logs.

COO Agent note: Today's scan ran in sandbox mode without DuckDB/inbox access. For full data access, ensure COO agent runs from `_Agent_Runner` as working directory.