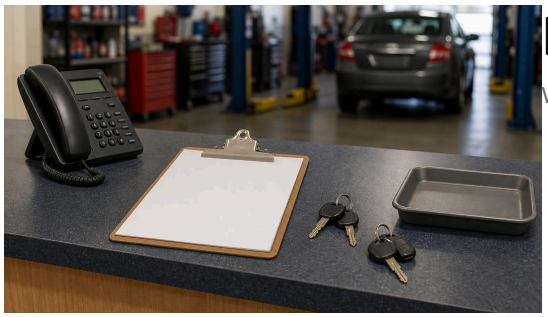


Repair Shop Handover

WORK HABITS · WHAT'S MISSING

Thomas is updating the front desk shift handover note while the repair shop phones keep ringing between pickup calls. The note sits beside the key tray, where two blue pickup keys are clipped to separate work orders. The supervisor asked him to leave clear handover notes for any callback that is not finished. Thomas writes that the blue pickup customer needs a filter update, then moves to the next line. The next shift needs the exact work order, because one blue pickup is waiting on parts and the other is ready. His process has one missing step before the note can actually guide the handover.

> **Name the missing step in Thomas's handover process.**

1. Thomas writes the unfinished callback in the shift handover note, including the vehicle description and the requested filter update.
2. He adds that one similar vehicle is already ready for pickup, so it should not be mixed up with the callback.
3. He leaves the note by the key tray where the front desk worker checks handovers.

> **Answer:** Add the exact work order number or key tag so the next shift knows which blue pickup to call about. (goes after step 1)

Think about it: What makes a handover note easy for the next worker to act on without guessing?

TEACHER NOTE

Correct answer: Thomas should add the exact work order number or key tag after writing the callback. A strong response identifies the missing identifier that lets the next worker act without guessing between similar vehicles.

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