

Callback List Check

WORK HABITS · WHAT'S MISSING

Ian is working through the front-desk callback list while the shop phone keeps ringing between pickup calls. The supervisor asked the desk to return every message slip and mark the result in the callback log. Ian has made the calls, left two voicemails, and moved the paper slips to the finished tray. One slip has a smudged extension, and another has a checkbox that could mean reached or no answer. The list looks finished, but nobody has compared the slips with the log before handover. If the tray goes back now, the next desk worker may repeat a call or miss one.

Name the missing step in Ian's process.

1. Record the result of each callback in the desk log after the call is made.
2. Place the completed slips in the finished tray for the supervisor to review during handover.
3. Tell the next desk worker that the callback list is complete and where the slips are stored.

Think about it: What could go wrong if completed callback slips are filed before anyone compares them with the log?