



Job Site Delivery

DECISION MAKING · TWO COLUMNS

Keisha is unloading a supply delivery beside the temporary fence at a townhouse job site, where the crew is roughing in bathrooms. The work order lists copper pipe, shutoff valves, and one box of escutcheon plates for the afternoon install. The pipe bundles and valves are on the cart, but the box of plates is not with the wrapped pallet. The site foreman has asked for the delivery ticket only after the load is checked against the order. A supplier driver is still at the curb, and the crew's rolling gang box is open near the stacked drywall. Keisha needs a next step that keeps the record accurate and helps the crew get the missing item.

Sort each action into the column that shows whether it works for this delivery problem.

WORKS	DOESN'T WORK

- 1. Compare the load to the work order before signing the delivery ticket. → Works
- 2. Mark the plates as received because the rest of the load arrived. → Doesn't Work
- 3. Tell the site foreman exactly which item is missing from the order. → Works
- 4. Ask the driver to check the cab or remaining pallet area before leaving. → Works
- 5. Leave the delivery ticket blank and walk away to keep the crew moving. → Doesn't Work
- 6. Write a clear note on the ticket that the plates are missing. → Works

Think about it: What would change if the delivery ticket said the plates arrived when they were actually missing?

TEACHER NOTE

Correct sorting: Works—compare the load, tell the site foreman, ask the driver to check, and write a clear note. Doesn't Work—mark the plates as received or walk away from the unfinished ticket. Strong responses focus on checking against the order, recording the missing box, and notifying the person who can act while the driver is still there.

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