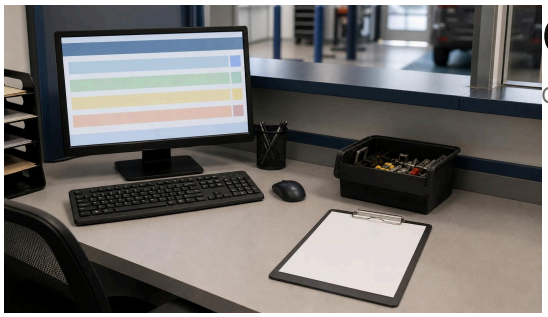


Queue Order Choice

COMMUNICATION · FIX THE MESSAGE

Caleb is working the repair shop job ticket queue while the service counter sorts the next pickup batch. The screen is filtered to Ready for counter, with color flags showing hold, bay, and final note status. Ticket 4182 needs a final note so the counter can call for pickup. Ticket 4190 has a parts hold cleared, and the parts runner is waiting for a bay number. Both actions need the same few minutes at the queue screen, and either one could be done first. Caleb sends a quick message to the supervisor, but it does not name the ticket or the delay it may cause.

Rewrite Caleb's message so the supervisor can choose between the two workable options.

> *I'm doing the waiting one first. The other ticket may be a little late.*

Think about it: What makes a short message useful when two work tickets both need attention?