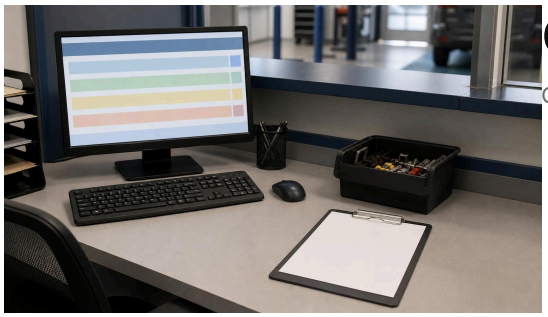


Queue Order Choice

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.*

Missing: which ticket Caleb plans to handle first; what each ticket is waiting on; the likely effect on the pickup call

Example: Ticket 4190 has the hinge in and the parts runner needs a bay number. Caleb plans to assign 4190 first, then finish the final note on 4182. Pickup call for 4182 may be about five minutes later. Please redirect if 4182 should come first.

Responses will vary. Accept any answer the student can give a practical reason for.

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

TEACHER NOTE

Responses will vary. A strong rewrite names tickets 4182 and 4190, states the planned order, explains the parts runner or pickup delay, and leaves the supervisor able to redirect. Either first choice is acceptable if the message gives enough information to decide.

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