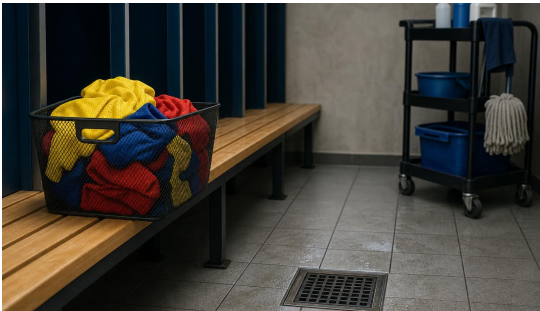




Locker Room Rota

WORK HABITS · WHAT'S MISSING

Denise lifts the damp towels off the locker room bench while the clean-up rota sits clipped beside the equipment cage. The coach assigned Denise and her rota partner to clear the bench area and move the pinnies to the laundry cart. Denise leaves the pinnies for the partner, while the partner leaves them beside Denise's bench area after moving the cones. Now the partner carries spray bottles away, and Denise keeps wiping benches, so the mesh basket stays beside the showers. The basket blocks the floor drain after the hooks, benches, and cubbies already look ready for inspection. If nobody checks the assignment, the last job may be noticed only when the coach comes to lock the cage.

Name the missing step in the process.

1. Denise checks the clipped rota and names the two jobs assigned to the pair.
2. Denise starts wiping the bench area while the partner gathers spray bottles for another part of cleanup.
3. Denise checks that the bench area is clean and the pinnies are in the laundry cart before reporting finished.

Think about it: Which part of the process would fail first if the missing step stayed missing?