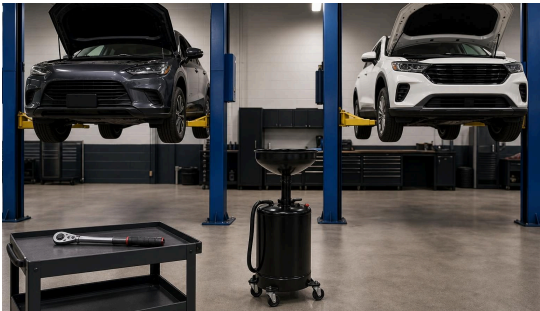




Bay Handover Message

DECISION MAKING · TWO COLUMNS

Hassan is closing work in a service bay with a gray sedan and a blue hatchback on lifts and the oil drain caddy still between them. The supervisor asked him to leave a handover note because one tire rotation will carry over to the next shift. The job ticket on the cart shows the verified remaining step: the gray sedan's left rear wheel still needs final torque. Hassan wrote that the job was not done, but left out which car needed the last wheel torqued. In the bay, both cars have their wheels back on, and the torque wrench is resting on the rolling cart. The next technician can finish quickly only if the note points to the exact verified vehicle and remaining step. He needs a closing message that prevents guessing without adding extra details the other person does not need.

Sort the six closing messages into Works or Doesn't Work.

WORKS	DOESN'T WORK

- 1. Gray sedan: left rear wheel needs final torque. → Works
- 2. The rotation is almost done; torque wrench is on the cart. → Doesn't Work
- 3. Gray sedan: left rear wheel still needs the torque check. → Works
- 4. One car still needs one wheel checked. → Doesn't Work
- 5. Gray sedan needs final torque on the left rear wheel. → Works
- 6. Wheels are back on; finish the last part. → Doesn't Work

Think about it: What information makes a closing note useful when two similar jobs are in the same bay?

TEACHER NOTE

Correct answers: Works—items 1, 3, and 5; Doesn't Work—items 2, 4, and 6. A strong response notices that a useful closeout note names the exact verified vehicle and the remaining action, so the next technician does not have to compare two cars or guess which wheel still needs attention.

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