



Drawer Count Handoff

COMMUNICATION · ONE LINE

Ruby is at the front register during close, with the cash drawer removed and the coin cups on the counter. The shift lead has already asked for each drawer count before sealing the last deposit bag. Ruby counted the bills and card slips, but the dime roll is still open beside the receipt tape. The other closer is waiting to finish the safe log, and Ruby's count is the missing part. Guessing the total would let the line move, but it could send the deposit out wrong. Ruby needs one clear sentence that names the delay, the next action, and what the lead can expect.

Write the exact sentence Ruby should say to the shift lead.

Ruby needs to tell the shift lead that the drawer count is not finished because the dime roll still needs a correct count, while the other closer is waiting on it.

- the drawer count is not finished
- the specific reason for the delay
- the next action and when the lead can expect the total

Think about it: What makes Ruby's message useful to the shift lead and the waiting closer?