



Concession Shift Swap

DECISION MAKING · TWO COLUMNS

Esteban is wiping the concession counter at the movie theater after agreeing to take another cashier's closing shift. The swap sounded simple earlier, but the drawer now has more snack vouchers than the closing sheet expected. Some vouchers belong in a blue envelope, and others must be clipped to refund slips near the ticket scanner. His supervisor approved the shift change if Esteban leaves the station ready for the morning cashier. The lobby line is gone, but the popper trays, radio, and extra vouchers still need a clear handoff. He needs to close without turning the swapped shift into a puzzle for somebody else.

Sort each closeout choice into the column where it belongs.

WORKS	DOESN'T WORK

- 1. Separate the vouchers by type, then place each set with its required closeout paperwork.
- 2. Tell the supervisor that the voucher count is higher than the closing sheet shows.
- 3. Return the radio to its charging dock after the handoff note is complete.
- 4. Leave all vouchers in the drawer because the morning cashier can sort them.
- 5. Send only "Handled it" with no count or location for the extra vouchers.
- 6. Move the blue envelope away from the station while cleaning other areas.

Think about it: What would be the first problem for the morning cashier if the extra vouchers were not sorted?
