



Nacho Tray Refill

DECISION MAKING · TWO COLUMNS

Lorenzo is scooping popcorn at the concession stand during the second quarter. He told the advisor that refilling the nacho trays would take three minutes. The warmer was nearly empty, and the line curled past the napkin basket. The refill took eight minutes because two boxes were still sealed. Now a parent is waiting for change while pretzel orders keep stacking up. Lorenzo needs a better way to judge the next refill job.

Sort each action into the column where it belongs.

WORKS	DOESN'T WORK

- 1. Check whether supplies are already open before calling out a time estimate.
- 2. Use the same three-minute estimate for every refill.
- 3. Break the job into steps: find boxes, open them, fill trays, clean spills.
- 4. Wait until the line is longer before changing the estimate.
- 5. Add a small buffer when the stand is busy.
- 6. Guess lower so the advisor hears a faster answer.

Think about it: Which detail should change Lorenzo's next estimate the most, and why?