

Uniform Wash Mistake

WORK HABITS · WHAT'S MISSING

Simon pulls open the washer and finds his black work polo spinning with the red shop towel he meant to leave out. The polo is required for his counter shift, and the dryer cycle will finish close to his usual bus time. His clean apron is hanging nearby, but the shirt still has damp lint across the collar and sleeves. The shift lead asked employees to send updates early if a uniform problem could change arrival time. Simon wants to fix the shirt, avoid guessing, and keep the shift lead able to adjust the floor plan.

> **Name the missing step in Simon's process.**

1. Remove the red towel, rinse the polo, and start the quickest dryer setting that will not damage the fabric.
2. Pack the apron, shoes, and name tag while the dryer runs, so nothing else delays leaving.
3. Check the polo after drying and leave in the uniform if it is ready; if not, follow the shift lead's reply.

> **Answer:** Send the shift lead a brief update: the uniform mistake, the drying plan, and whether Simon may arrive in a plain clean shirt if needed. (goes after step 1)

Think about it: What information makes an update useful enough for a shift lead to act on?

TEACHER NOTE

The missing step is the message to the shift lead after Simon starts fixing the uniform. A strong answer names both parts: he is trying to solve the uniform problem, and he is giving the shift lead enough information to plan. Accept answers that include the mistake, the likely timing, and a clear question about what to wear if the polo is not ready.

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