

**SIDE-BY-SIDE WALKING EXERCISE  
FRONTLINE WORKER CHECKLIST**

**In the column on the left, write a list of all the pre-work steps of the frontline work you need to complete. In the column on the right, check off each item as it is completed.**

<b>PRE-WORK STEPS</b>	<b>COMPLETED</b>
1. Clock In (example)	
2. Read Duty Board (example)	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

What was your assessment of the pre-work steps? What would have made them easier?  
Does this add to, subtract from or not effect the customer service experience?

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In the column on the left, write a list of all the activities/tasks completed during the shift by the Front Line Employee. In the column on the right, check off each item as it is completed.

<b>ACTIVITIES/TASKS COMPLETED DURING THE SHIFT</b>	<b>COMPLETED</b>
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

What was your assessment of the activities/tasks completed during the shift? What would have made them easier? Does this add to, subtract from or not effect the customer service experience?

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In the column on the left, write a list of all the activities/tasks completed toward the end of the shift by the Front Line Employee. In the column on the right, check off each item as it is completed.

ACTIVITIES/TASKS COMPLETED TOWARD THE END OF THE SHIFT	COMPLETED
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

What was your assessment of the activities/tasks completed toward the end of the shift? What would have made them easier? Does this add to, subtract from or not effect the customer service experience?

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