

**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.

PRE-WORK STEPS	COMPLETED
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?

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.

ACTIVITIES/TASKS COMPLETED DURING THE SHIFT	COMPLETED
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?

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?
