

# Follow a Service Desk Queue Ticket

Foundational: locate explicit details



Pat takes ticket B14 at a community service desk. Follow the fictional display and instructions below.

|                           |                                                      |
|---------------------------|------------------------------------------------------|
| <b>Your ticket</b>        | B14                                                  |
| <b>Display now</b>        | B12 - Counter 2                                      |
| <b>When called</b>        | Match your full ticket code, then go to its counter. |
| <b>If you miss a call</b> | Ask the welcome desk for help; keep your ticket.     |

Sample answers below. Accept equivalent wording and supported communication.

## 1. What is Pat's full ticket code?

B14.

## 2. Should Pat go to Counter 2 when B12 is shown?

No; B12 does not match B14.

## 3. The display changes to B14 - Counter 1. Where does Pat go?

Counter 1.

## 4. Pat is unsure whether B14 was called. What can Pat do?

Ask the welcome desk for help and keep the ticket.