

Name _____

Date _____

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.

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

Read the information. Write, say, point to, or dictate your answers. A calculator may be used.

1. What is Pat's full ticket code?

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

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

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

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Your ticket	B14
Display now	B12 - Counter 2
When called	Match your full ticket code, then go to its counter.
If you miss a call	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.