# How to brief a mixed crew before a shift

Ask a new starter to show the crossing or point to the referral desk. If they point elsewhere, walk the route together and repeat the check before assigning independent work.

## Work through the example

Check the effect of moving anyone on minimum cover, supervision and welfare. Recalculate the realistic workload and ask the duty manager for priorities. Record who authorised the new plan and when to review it. At 16:10 there are 36 dispatch orders left. Two trained workers can each finish about 12 per hour. Forty minutes gives capacity for about 16 orders together. Escalate the likely shortfall of 20 and offer safe options. Work a gate queue surge the same way: report the observed change and request authorised cover before moving a steward.

### Use this on shift

Resource page and fillable working record · Read the online guide · Course details