



Borderline bookings — July

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Document issued on 24/09/2026

34 cases · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **No course change is decided here.** The document prepares the day; the gate decides.

Week	Bookings	At a threshold	Changes at reception	Average delay created
Wk 27	89	7	2	8 min
Wk 28	102	11	4	14 min
Wk 29	96	9	2	7 min
Wk 30	93	7	1	4 min
Total	380	34	9	—

Nine changes out of thirty-four borderline cases. The other twenty-five went through without difficulty — which matters: preparing borderline cases is not assuming they will tip.

What creates the delay

Step	Observed duration
Measurement at the gate	1 min
Finding a slot on the other course	6 to 11 min
Adjusting the price	2 min
Average total	9 to 14 min

The delay does not come from the measurement: it comes from hunting for a slot at the desk with the queue behind. It is the only one of the three steps that can be prepared the day before.

What would be prepared, on your approval

When	Action	What stays with your team
The evening before	Day sheet to the duty manager, with the borderline files	The course change stays with the duty manager
The evening before	Alternative slot held as an option on the other course	Confirmation stays at the desk
At the gate	Two-click adjustment if the instructor approves	The measurement is recorded by the instructor themselves

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