Borderline bookings — July

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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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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