BOOKCHOWK / THE THURSDAY COLLECTION

The Service Handover Kit

A small-business workbook for work that changes hands

BUSINESS

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ORIGINAL EXERCISES / PRINTABLE PDF / OCTOBER 2026

START HERE

One useful result

A customer should not have to explain the same request to three people. This mini workbook helps a small service business hand work from enquiry to delivery using one clear record. It is for owners, freelancers and small teams, and works on paper or in a shared document. It does not require AI or a paid app. Use one ordinary, low-risk job as your test. The output is a six-field job card, a short handover message and a check that the next person can actually proceed. This is an operational planning tool, not a contract or an industry compliance manual. Examples are fictional; adapt responsibilities and time windows to what your business can deliver.

How to use this mini workbook

Read one lesson, study the example and try the action. Use the question as a short reflection. Write in your own notebook, annotate the PDF or print only the worksheets you need. The companion gives you reusable text fields rather than repeating the whole book.

Find your way

03 1. Draw the work, not the organisation chart

04 2. Build a six-field job card

05 3. Hand over with a next action

06 4. Handle changes without losing the original

07 5. Define a check someone can perform

08 6. Close the loop and improve one point

09-11 Reusable worksheets / 12 Edition and use

READ / APPLY / REFLECT

1. Draw the work, not the organisation chart

Write the stages a customer request passes through: received, clarified, prepared, checked, delivered and closed. Under each stage, name the person currently responsible. One person can own several stages. A stage ends when there is evidence the next stage can begin; a message saying "done" is rarely enough. Do not begin with software. First follow one recent job and circle the place where information disappeared. If there is no next person, a handover still happens between your planning and your later self. Keep the record where you will look for the work, rather than in a separate notebook nobody opens.

WORKED EXAMPLE

A printing shop accepts a poster order by phone. The designer needs final wording and size. "Customer called" cannot move the job forward; "A3 portrait, approved wording attached, proof due Tuesday at 3 pm" can.

TRY IT

List your stages and mark the first point at which another person needs information.

YOUR NOTE

Which missing fact caused the last avoidable question?

END OF FREE SAMPLE

Continue with the full workbook

This free sample contains the cover, introduction and first lesson. The complete edition has 12 pages and includes an editable companion file.

The full book includes six lessons with worked examples, practical actions, reflection questions and three reusable worksheets.

Full edition: INR 79 at www.bookchowk.com

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