Clear and Complete Communication

Using S.B.A.R.

- **Situation**: Backed up toilet and sink in room 218
- **Background**: Received a call last night that it was not draining
- **Assessment**: We'll look at the adjacent floors above & below to see if it is anywhere else.
- **Recommendations**: Since it's not on any other floors, we will snake it

What is the problem?
What have I done about it?
What do I think the problem is?
What do I recommend or request?

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