

Shift Handover Sheet

End-of-shift context handover for incoming teams



HOW TO USE THIS TEMPLATE
Complete in the last 10 minutes of your shift. Hand to the incoming team lead or leave on the desk. Focus on anything the next shift needs to know to avoid dropped balls — open issues, callbacks due, staffing gaps, and system problems.

DATE

OUTGOING TEAM LEAD

INCOMING TEAM LEAD

SHIFT ENDING

SHIFT STARTING

Active Issues Still in Progress

CUSTOMER REF	ISSUE	STATUS	ACTION NEEDED

Staffing Notes — Absences, cover arrangements, capacity

System Issues or Outages

Priority Callbacks Due

Things to Watch