The Arrival Workflow Pattern

Why This Exists
Arrival issues usually aren't about missing information.
They happen when information arrives **out of order**.

This pattern reduces arrival-day questions and interruptions by fixing sequence, not adding steps.

The Arrival Order That Works
Orientation → Instruction → Confirmation   Each step has one job. Do not combine them.

1. Orientation

When: 24–72 hours before arrival
Job: Reduce uncertainty before asking for action
Answers:
- Am I set?
- What will arrival be like?
- Is anything complicated?

Include:
- Reassurance everything is ready
- High-level arrival flow
- What is self-guided vs assisted

Exclude:
- Codes
- Door details
- Parking diagrams
- Rules

2. Instruction

When: 12–24 hours before arrival
Job: Enable action without anxiety
Answers:
- Where do I go?
- How do I get in?
- What do I need to do?

Include:
- Access details
- Parking
- Entry steps
- Timing specifics

Rule: Instructions work best *after* orientation.

3. Confirmation

When: Arrival day
Job: Close the loop
Answers:
- I'm in the right place
- Nothing went wrong
- This is expected

Include:
- Simple reassurance
- Directional or visual confirmation
- Optional contact info

Outcome: Fewer "just checking" messages.

Common Failure Points

- Orientation + instruction combined
- Rules before context
- No arrival-day confirmation
- Critical details without reassurance

These create disruption even when the information is complete.

Quick Check

- Before sending any arrival message:
- Does this reduce uncertainty?
- Is this the right step for this moment?
- Does clarity come before instruction?

If not, it's out of order.