**Shift Leader Test Study Guide**

**Important Things to Know**

* What color is the security tool box and where is it located?
  + Black & Yellow/Manager Office
* Where are the fire extinguishers located?
  + Main entrance, back exit & sink
* How do you handle no calls no shows? \*
  + call the team member and just document it then find coverage
* At what hour do you sign a break waiver? & can minors waive their break? \*
  + 5 hours and 1 minute and no minors cant waive their break
* What color is the manager resource book and what do we use it for? \*
  + White & to find important phone numbers as well as clock in numbers
* What are our minor labor laws? \*
  + Minors cant work more than 8 hours on a school night or past 10 & they cant waive their 30

**PIC Responsibilities**

* A shift leader should be:
  + on time, trustworthy, self-motivated, achieve through other, take initiative, demonstrate the SERVE Model,
* What is the purpose of running shift?
  + You are working to create an enduring influence and exceptional experiences through your team and demonstrating care for your team members.
* PIC Responsibilities (Shift leader or above):
  + Set up sheet, FC bottle necks, Cares, taking catering orders, fulfilling catering orders, FC cleaning
* Breaks Role (highest performing TM or above)
  + In charge of all breaks. PIC does not worry about them at all. The PIC must never run breaks themselves
* DT Lead Role (TL or above)
  + DT bottlenecks, DT related checklist, DT cleaning. Must communicate with PIC if changes need to happen
* Explain how the numbers work and why it’s important to follow them
  + Numbers are there to ensure maximum efficiency based on the time and needs of the business & to produce the best results
* Explain why it’s important for the P.I.C., Prep, D.T.L. and breaks to wear the nametag position cards
  + Helps identify areas of importance & who is in that position rather than continuously looking for that person
* Tendering & Fulfilling Catering Orders
  + Team Leaders or above can tender & fulfill catering orders at the register
  + Fulfilling catering orders means, grabbing all the food/beverages and sauces/utensils and making sure the customer has everything that they need before leaving the restaurant
* Walk-On
  + A walk-on is an in depth rundown about the team members responsibility in a specific role in order to perform their duties effectively and efficiently
  + Walk-ons are meant for every team member in every role, no matter the position.
* Aces in their places & Practicing Team Members
  + MTW are slower days in terms of sales & volume, so these days are best for team members that need practice to be in a role in order to gain experience
  + ThFS are bigger days in terms of sales & volume so you want to have your best people in the roles that call for the success of the business
* Running Shift at Lunch v. Dinner
  + Lunch orders are smaller, more cars come through due to order size
  + Dinner has much bigger order size in terms of money total due to people being off of work, and ordering as a family/unit, less cars expected compared to lunch
* When is the PIC not required to be on a register?
  + When the numbers call for a “in position PIC” otherwise, PIC will be on a FC Register