## **Training Manager Lesson Guide – Line Person**

Assignment	<u>Instructions</u>
Lesson from the Trainer and Line Person courses	<ul> <li>MIT needs to watch the On-Demand Lesson from the Trainer before they meet with you.</li> <li>Meet with your MIT about the Line Person and discuss the online and paper syllabus.</li> <li>Share your best tips, tricks, and practices for the Line Person department.</li> <li>Introduce the MIT to their trainer in the Line Person.</li> <li>MIT should watch the eLearning courses for MIT Line Person before starting work in the Line Area.</li> <li>Monitor the MITs training.         <ul> <li>Make sure the MIT is not working the position alone.</li> <li>They should be working with their trainer and working through their tasks, not working as the only Co-worker in this area.</li> </ul> </li> <li>Make sure they're using the Recipe Viewer every time they're making a product.</li> <li>Discuss GC On The Go expectations and set up.</li> </ul>
Operations Manual	<ul> <li>Begin Operations Manual Questions.</li> <li>Print off the Need to Know Study Guide</li> <li>Review the Operations Manual Questions results.</li> </ul>
Opening, Running, and Closing	<ul> <li>Confirm that the MIT has a copy of the Line Person         Opening, Running, and Closing Checklist and that it has         been completed at least once.</li> <li>Discuss Duty Roster items for the Line Area and ensure         that the MIT has reviewed the suggested items.</li> <li>Suggest that the MIT help identify some areas that Duty         Rosters can be improved or implemented.</li> </ul>
GC On The Go	<ul> <li>Confirm that the MIT has read the GC On The Go section of the Operations Manual.</li> <li>Discuss any feedback the MIT has on completing GC On The Go orders.</li> </ul>
Equipment	<ul> <li>Discuss the preventive Maintenance of the equipment in this area.</li> <li>Completed the Line Person Equipment Questions and verify the answers with the Key.</li> </ul>

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Performance Checklist Sign Off	<ul> <li>Meet with the MIT to discuss their performance and signoff on the Performance Checklist on the eLearning Center.</li> <li>All of Syllabus Part A (Co-worker portion) is required to be complete before moving onto Part B Department Head.</li> </ul>
Department Head Food Production Expectations  Managing Labor	<ul> <li>Cover the following expectations for Department Head.         Working with the Co-workers to get tasks completed.         <ul> <li>Food production</li> <li>Cleanliness</li> <li>Guest service</li> <li>Duty Rosters</li> </ul> </li> <li>***Watch/Review and discuss the following videos:         <ul> <li>Labor Cost Analysis Report</li> <li>Hourly Productivity Report</li> <li>Manager's Pocket Schedule</li> </ul> </li> <li>Confirm MIT has printed Labor Cost Analysis and Hourly Productivity Reports from the BOC and discuss.         <ul> <li>Read the Managing Breaks page in the workbook.</li> </ul> </li> <li>Work with the MIT to run breaks in the Line Area.</li> </ul>
GC App & Rewards Program	<ul> <li>Discuss the Enrollment/Signup POS Instructions used by the Line.</li> <li>Ensure that the MIT knows the process for check-ins and redemption of Rewards. (This information is included on the back of the Enrollment/Signup POS Instruction Chart.)</li> </ul>
Manager Functions  Bar Checks	<ul> <li>Perform the following Manager functions with your MIT:         <ul> <li>Count Drawers</li> <li>Set-up Registers</li> <li>Tablets for GC On The Go</li> <li>Complete safe drops, cash register pulls, and register functions (voids, refunds, and Cashier Reports).</li> </ul> </li> <li>Discuss the shift where the MIT took primary responsibility for all GC On The Go orders. Does the MIT have any feedback that would be helpful going forward?</li> <li>Discuss the Bar Check duties assigned by the MIT in the Line Area.</li> </ul>
Positional Quiz	<ul> <li>Confirm Bar Check duties were assigned at least once.</li> <li>Go over the Line – Bar Check Activity in the workbook.</li> <li>The Positional Quiz needs to be taken in the restaurant,</li> </ul>
. Solitonal Quiz	and you should review with the MIT.

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Assignment	<u>Instructions</u>
Area Department Audit	After the MIT does the Line Department Audit, discuss results and corrective actions.
Online Line Person Syllabus	Finalize the Syllabus on the eLearning Center based on the work completed in this area.
Manager Final Check-Off	<ul> <li>Meet with the MIT to review their performance and complete the Manager Final Check-Off by accessing the form from their My Assignment page.</li> <li>Review the Individual Training Status Report (ITSR) and make sure eLearning Center tasks are complete.</li> <li>Complete the Positional Evaluation.</li> <li>On a weekly basis fill out the MIT Assessment.</li> <li>On a weekly basis make sure the MIT has completed the online Training Survey.</li> </ul>
Guest Experience Attendant (GEA)	<ul> <li>Discuss the importance of the GEA position for Guest Satisfaction.</li> <li>Complete the GEA Manager Final Performance Checklist.</li> </ul>

<sup>\*\*\*</sup>These videos appear more than once, if you have already viewed these videos you may choose not to repeat.

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