

Training Manager Lesson Guide – Line Person

<u>Assignment</u>	<u>Instructions</u>
Lesson from the Trainer and Line Person courses	<ul style="list-style-type: none"> • MIT needs to watch the On-Demand Lesson from the Trainer before they meet with you. • Meet with your MIT about the Line Person and discuss the online and paper syllabus. • Share your best tips, tricks, and practices for the Line Person department. • Introduce the MIT to their trainer in the Line Person. • MIT should watch the eLearning courses for MIT Line Person before starting work in the Line Area. • Monitor the MITs training. <ul style="list-style-type: none"> ○ Make sure the MIT is not working the position alone. ○ They should be working with their trainer and working through their tasks, not working as the only Co-worker in this area. • Make sure they're using the Recipe Viewer every time they're making a product. • Discuss GC On The Go expectations and set up.
Operations Manual	<ul style="list-style-type: none"> • Begin Operations Manual Questions. • Print off the Need to Know Study Guide • Review the Operations Manual Questions results.
Opening, Running, and Closing	<ul style="list-style-type: none"> • 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. • Discuss Duty Roster items for the Line Area and ensure that the MIT has reviewed the suggested items. • Suggest that the MIT help identify some areas that Duty Rosters can be improved or implemented.
GC On The Go	<ul style="list-style-type: none"> • Confirm that the MIT has read the GC On The Go section of the Operations Manual. • Discuss any feedback the MIT has on completing GC On The Go orders.
Equipment	<ul style="list-style-type: none"> • Discuss the preventive Maintenance of the equipment in this area. • Completed the Line Person Equipment Questions and verify the answers with the Key.

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Area Department Audit	<ul style="list-style-type: none"> • After the MIT does the Line Department Audit, discuss results and corrective actions.
Online Line Person Syllabus	<ul style="list-style-type: none"> • Finalize the Syllabus on the eLearning Center based on the work completed in this area.
Manager Final Check-Off	<ul style="list-style-type: none"> • Meet with the MIT to review their performance and complete the Manager Final Check-Off by accessing the form from their My Assignment page. • Review the Individual Training Status Report (ITSR) and make sure eLearning Center tasks are complete. • Complete the Positional Evaluation. • On a weekly basis fill out the MIT Assessment. • On a weekly basis make sure the MIT has completed the online Training Survey.
Guest Experience Attendant (GEA)	<ul style="list-style-type: none"> • Discuss the importance of the GEA position for Guest Satisfaction. • Complete the GEA Manager Final Performance Checklist.

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