

Line Person at a Glance

Assignments

- Review the online Line Person Syllabus.
- Print the Line Person Need to Know Study Guide.
- Print and answer the Line Person Operations Manual Questions. Verify your answers using the key.
- Download and print the Line Person Opening, Running, and Closing Checklist.
- Complete the entire checklist at least once.
- Download and review the sample Duty Rosters Planner in the Operations Manual.
- Assist in the completion of the Line Person Duty Roster items.
- Read the GC On The Go Operations Manual Procedures on the GC Portal. *
- Complete at a minimum 2 GC On The Go orders.
- Work with the person responsible for cleaning and preventive maintenance in the Line Area using the list on the online syllabus.
- Read about the equipment listed on the online syllabus in the Equipment Manual and the Line Person section of the Operations Manual.
- Print and answer the Line Person Equipment Questions. Verify your answers using the key.
- Work as a Department Head for a minimum of one shift.
- While working as the Department Head, focus on Guest service, labor management, and cleanliness.
- Use the tools listed on the workbook syllabus when working as the Department Head.
- Work with your Training Manager to run breaks in the Line Person department.
- Print the Labor Cost Analysis and the Hourly Productivity Report from the Back Office Computer.
- Verify the Enrollment/Signup POS Instruction Chart is on the Line for Guest to review, if needed.
- Ensure that the Line Co-workers know the process for check ins and redemptions of rewards.
- Perform the Manager Functions listed on the online syllabus.
- Complete safe drops, cash register pulls, and register functions (voids, refunds, and Cashier Reports.)
- During one of your shifts, take primary responsibility for all GC On The Go orders.
- Assign and manage Bar Check duties in the Line department at least once.
- Refer to the Line - Bar Check found in your workbook.
- Print and perform a Line Department Audit.
- Work one shift as the GEA.

OnDemand videos

- Lesson from the Trainer – Line Person

eLearning Center courses, quizzes, and exams specific to Line Department

- Intro to the Line Person Position
- Line Steps of Service
- Operating the Cash Register
- Security Cash Handling
- PCI Compliance for Manager
- Navigating the GC app and Rewards Program
- Line Person Operations Manual Questions
- MIT Line Person Quiz
- Intro to the GEA Position
- Appearance and Hygiene for a GEA

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End of Week Meeting with the Trainer topics

- Questions about the Line Person Area equipment
- Needed Line Area Equipment repairs
- Completion of the Line Person Manager Final Performance Sign-off
- Completion of the Line Person – Part A Syllabus Sign-off
- Running breaks in the department
- Labor Cost Analysis and the Hourly Productivity Report
- MIT Line Person Quiz results
- The results and any corrective actions found during the Line Person Department Audit
- Review your performance in the Line Area
- Completion of the Line Person – Part B Syllabus Sign-off
- Completion of the Positional Evaluation in your workbook
- Completion of the Line Person Manager Final Sign-off

*Indicates items that appear on more than one syllabus. If the task was completed in another department, you can choose not to repeat the task.